

T A R I F F   S C H E D U L E S  
O F  
A R I Z O N A   T E L E P H O N E   C O M P A N Y

These Tariff Schedules have been filed with the Arizona Corporation Commission and are effective for all service provided in the State of Arizona by Arizona Telephone Company (hereafter called the "Utility"). These tariff schedules include all rates, tolls, rentals, charges, classifications and rules and regulations applicable to the providing of service.

## GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 1  
Eighth Revised Sheet 1  
Cancels Seventh Revised Sheet 1

## CONTENTS AND INDEX

## INDEX

	<u>Section</u>	<u>Sheet</u>	
Access Service - IntraLata .....	4	4	
Advance Payments .....	25	6	
Allowance for Failure of Service .....	25	6	
Application for Service .....	25	6	
Application of Business and Residence Rates .....	25	6-7	
Area Calling .....	3	2	
Base Rate Area .....	25	1	
Billing Rule .....	25	7	
Bridged Service .....	16	1	
Call Forwarding .....	3	8	
Call Transfer .....	3	8	
Call Waiting/Cancel Call Waiting .....	3	8	
Care of Equipment .....	25	7	
Change Charges .....	13	1-3	
Change of Equipment .....	13	1	
Circuit .....	25	1	
Class of Service .....	3	2	
Connecting Company .....	25	1	
Construction Allowance .....	15	2-3	
Construction & Special Installation Charges .....	15	1-3	
Convenience Systems .....	25	1	
Custom Calling Services .....	3	8-10	
Dedicated DS1 Service .....	7	2-4	(N)
Defacement of Premises .....	25	7-8	
Default of Payment or Other Violation of Regulations .....	25	8	
Definitions .....	25	1-5	
Deposits .....	25	8	
Digital Transport Service .....	7	5-7	(N)
Direct Inward Dial .....	3	14	
Directory Listing .....	25	10	
Directory Listing, Additional .....	3	3-4	
Disputes .....	15	5	

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: May 27, 2003

EFFECTIVE: June 27, 2003

BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

ORIGINAL

Section 1  
Original Sheet i

CONTENTS AND INDEX

Explanation of Symbols:

The following Symbols are applicable to all sections of this Tariff schedule:

- (C) Change in listing Regulation or Condition which may affect a Rate or Charge.
- (D) Discontinued Rate, Charge, Regulation, or Condition.
- (I) Increase in Rate or Charge.
- (N) New Rate, Charge, Regulation, or Condition.
- (T) Change text with no effect on Rate, Charge, Regulation, or Condition.

(N)

(N)

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

APPROVED FOR FILING

DECISION # N/A

EFFECTIVE: 5-1-98

ARIZONA  
TELEPHONE  
COMPANY

EXCHANGE  
SECTION NO. 1  
SHEET NO. 1 OF 3  
SUPERSEDES 3

REVISION NO. 4

ORIGINAL

CONTENTS AND INDEX

INDEX

	<u>Section</u>	<u>Sheet</u>
Access Service - IntraLata	4	4
Advance Payments	25	6
Allowance for Failure of Service	25	6
Application for Service	25	6
Application of Business & Residence Rates	25	6-7
Base Rate Area	25	1
Billing Rule	25	7
Bridged Service	16	1
Call Forwarding	3	8
Call Transfer	3	9
Call Waiting	3	8
Cancel Call Waiting	3	8
Central Office Services	3	15-16
Care of Equipment	25	7
Change Charges	13	1-3
Change of Equipment	13	1
Charges - Public & Semipublic Telephone	6	1-2
Circuit	25	1
Class of Service	3	1
Connecting Company	25	1
Construction Allowance	15	2-3
Construction & Special Installation Charges	15	1-3
Convenience Systems	25	1
Custom Calling Services	3	8-10
Customer Owned Pay Telephone Service	7	1-4
Arizona Corporation Commission Requirements	7	1,3,4
Customer Notice Requirements	7	1
Equipment Connection and Requirements	7	1 2
Rates and Charges	7	3
Responsibility of Customer	7	1
Defacement of Premises	25	7-8
Default of Payment or Other Violation of Regulations	25	8
Definitions	25	1-5
Deposits	25	8
Direct Inward Dial	3	14
Directory Listing	25	10
Directory Listing, Additional	3;19	2;1-2
Disputes	15	5

ISSUED: May 12, 1992

EFFECTIVE: JANUARY 9, 1993

BY: R. G. NEHRING  
PRESIDENT

APPROVED FOR FILING

DECISION #: 58128

## GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY

Arizona

Section 1

Seventh Revised Sheet 1

Cancels Sixth Revised Sheet 1

## CONTENTS AND INDEX

ORIGINAL

## INDEX

	<u>Section</u>	<u>Sheet</u>
Access Service - IntraLata.....	4	4
Advance Payments.....	25	6
Allowance for Failure of Service.....	25	6
Application for Service.....	25	6
Application of Business and Residence Rates.....	25	6-7
Area Calling.....	3	2
Base Rate Area.....	25	1
Billing Rule.....	25	7
Bridged Service.....	16	1
Call Forwarding.....	3	8
Call Transfer.....	3	8
Call Waiting/Cancel Call Waiting.....	3	8
Care of Equipment.....	25	7
Change Charges.....	13	1-3
Change of Equipment.....	13	1
Circuit.....	25	1
Class of Service.....	3	2
Connecting Company.....	25	1
Construction Allowance.....	15	2-3
Construction & Special Installation Charges.....	15	1-3
Convenience Systems.....	25	1
Custom Calling Services.....	3	8-10
Defacement of Premises.....	25	7-8
Default of Payment or Other Violation of Regulations.....	25	8
Definitions.....	25	1-5
Deposits.....	25	8
Direct Inward Dial.....	3	14
Directory Listing.....	25	10
Directory Listing, Additional.....	3	3-4
Disputes.....	15	5

(T)  
(T)  
(D)  
(D)ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: December 13, 2000

EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President

**ORIGINAL****GENERAL EXCHANGE TARIFF****ARIZONA TELEPHONE COMPANY**  
ArizonaSection 1  
Tenth Revised Sheet 2  
Cancels Ninth Revised Sheet 2**CONTENTS AND INDEX****INDEX**

	<u>Section</u>	<u>Sheet</u>	
<b>-E-</b>			(N)
Errors in Directory Listings .....	25	9	
Exchange .....	25	1	
Exchange Area .....	25	1	
Exchange Area Boundary Maps .....	2	1-4	
Exchange Rates .....	3	1-16	
Exchange Service .....	25	2	
Extension of Facilities .....	15	1-5	
<b>-F-</b>			(N)
Fire Reporting System and Rates .....	17	1-2	
Foreign Exchange Service (FX) .....	20	1	
<b>-G-</b>			(N)
General Rules and Regulations .....	25	6-12	
<b>-H-</b>			(N)
<b>-I-</b>			(N)
Individual Line .....	25	2	
Inside Wire Maintenance Service .....	3	17-19	
Installation Charge .....	12	1-3	
IntraLata Access Service .....	4	4	
Intra Company Private Line Services .....	18	1	
<b>-J-</b>			(N)
Jacks - Installation .....	12	2-3	
<b>-K-</b>			(N)
<b>-L-</b>			(N)
Last Number Redial .....	3	23	
Local Message .....	25	2	
Local Service .....	25	2	
Local Service Area .....	25	2	
Low-Income Assistance Programs .....	3	20-22	
<b>-M-</b>			(N)
Main Station .....	25	2	
Maintenance and Repairs .....	25	9	
Maps - Exchange Area .....	2	2-4	(D)
Mileage Public and Semi-public Telephones .....	6	1-2	
Moves of Telephone Equipment .....	25	9	

ISSUED: July 31, 2009

EFFECTIVE: August 31, 2009

BY: Joel Dohmeier, Vice-President

**ADMINISTRATIVELY  
APPROVED FOR FILING**

ORIGINAL

## GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
ArizonaSection 1  
Twelfth Revised Sheet 3  
Cancels Eleventh Revised Sheet 3

## CONTENTS AND INDEX

## INDEX

	<u>Section</u>	<u>Sheet</u>	
<b>-N-</b>			
National Directory Assistance Service .....	3	7	
Non-Listed Directory Listings .....	25	11	
Non-Published Directory Listings .....	25	11	
<b>-O-</b>			
Off-Premise Extension .....	5	1	
Operator Services .....	21	1	(N)
<b>-P-</b>			
Party Line .....	25	2	
Party Line Service .....	25	9-10	
Paystation Service .....	6	1-3	
PBX System .....	25	3	
PBX Trunk .....	25	3	
Premises .....	25	2	
Promotions .....	10	1	
<b>-Q-</b>			
<b>-R-</b>			
Rates - Bridged Service .....	16	1	
Rates - Exchange .....	3	1-16	
Rates - Fire Reporting System .....	17	1-2	
Rates - Joint User Service .....	10	1	
Rates - Paystation Service .....	6	3	
Remote Call Forwarding .....	3	15	
Restoration of Service .....	12	1	
Right of Access to Premises .....	25	10	
Rural Business and Rates .....	3	2	
Rural Line Extension Rule .....	15	1-2	
Rural Line Service .....	25;15	3;1-2	
<b>-S-</b>			
Schedule of Eligible Services .....	3	12	
Service Connection Charges .....	12	1-3	
Service Station .....	25	3	
Speed Calling .....	3	9.1	
Subscriber .....	25	3	
Suspension of Service .....	25	8	
Suspension of Service (Customer Requested) .....	11	1-2	
Switchover .....	25	4	

ISSUED: July 31, 2009

EFFECTIVE: August 31, 2009

BY: Joel Dohmeier, Vice-President

ADMINISTRATIVELY  
APPROVED FOR FILING

# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 1  
Third Revised Sheet 4  
Cancels Second Revised Sheet 4

ORIGINAL

## CONTENTS AND INDEX

### INDEX

	<u>Section</u>	<u>Sheet</u>	
Telephone Directories.....	14	10	
Telephone Numbers .....	25	10	
Telephone Station.....	25	4-5	
Temporary Construction .....	15	4	
Three Way Calling .....	3	8	
Toll Message.....	25	5	
Toll Restriction .....	3	9.1	(T)
Transmitting Messages.....	25	10	
Unauthorized Attachments or Connections.....	7, 25	3, 10-11	
Underground Construction.....	15	4	
Unlisted Numbers (See Non-Listed Directory)			
Urban Business and Residence Rates.....	3	1-2	
Use of Customer Service.....	25	11-12	
Waiver of Establishment Charges.....	3	11	
Warm Line.....	3	9	(N)
Zone .....	25	5	

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: December 13, 2000

EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President



TERRITORY SERVED & DESCRIPTION OF SERVICE
<p>A. TERRITORY SERVED:</p> <p>The Utility renders exchange telephone service throughout the territory served by it as shown by the maps filed in this section.</p> <p>B. DESCRIPTION OF SERVICE:</p> <p>The exchanges, central offices of exchange areas, base rate areas and rate zones are reflected on the maps filed in this section and service is provided in accordance with the Utility's filed schedules of rates.</p>

A. TERRITORY SERVED:

The Utility renders exchange telephone service throughout the territory served by it as shown by the maps filed in this section.

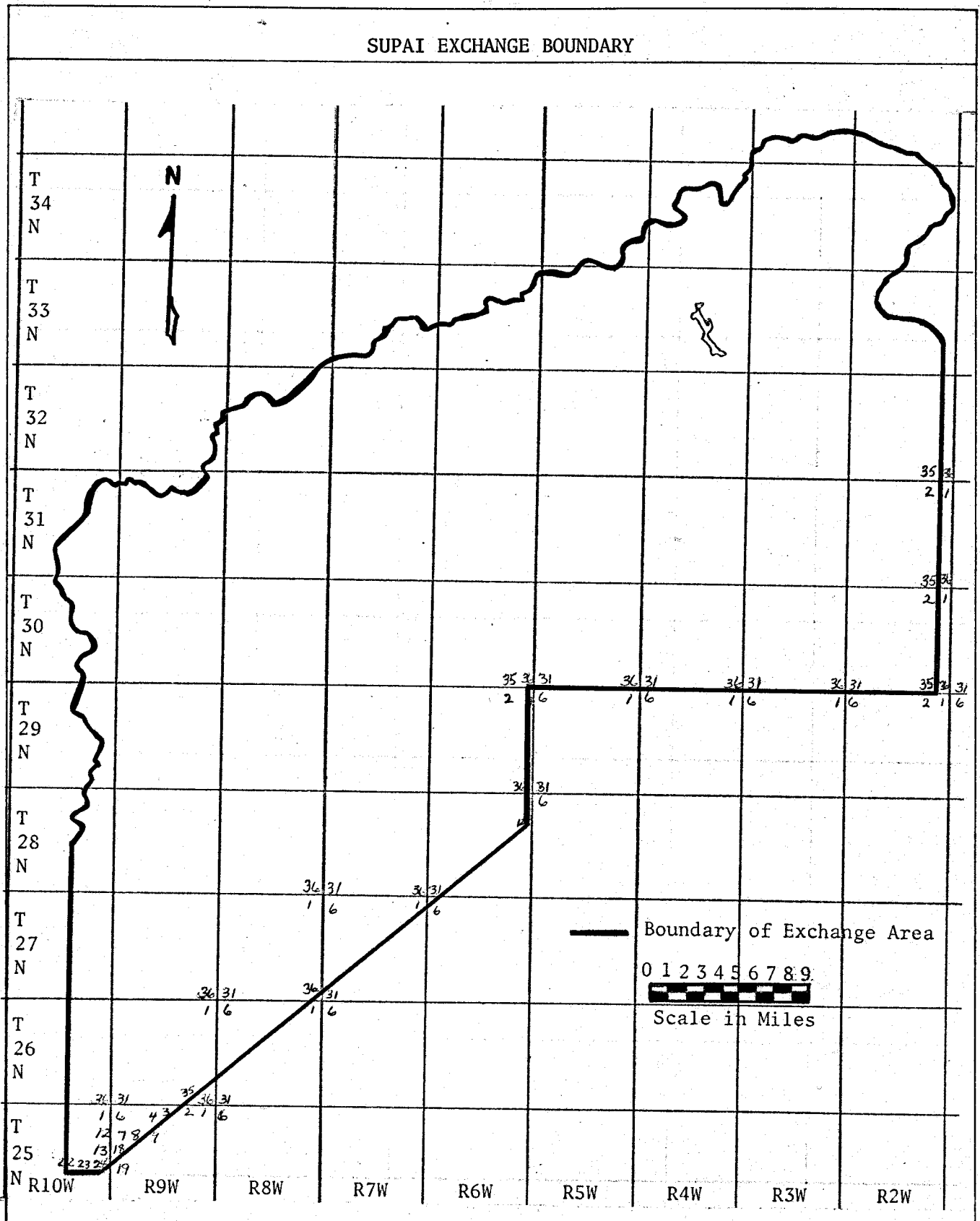
B. DESCRIPTION OF SERVICE:

The exchanges, central offices of exchange areas, base rate areas and rate zones are reflected on the maps filed in this section and service is provided in accordance with the Utility's filed schedules of rates.

Issued: ORIGINAL

Effective:

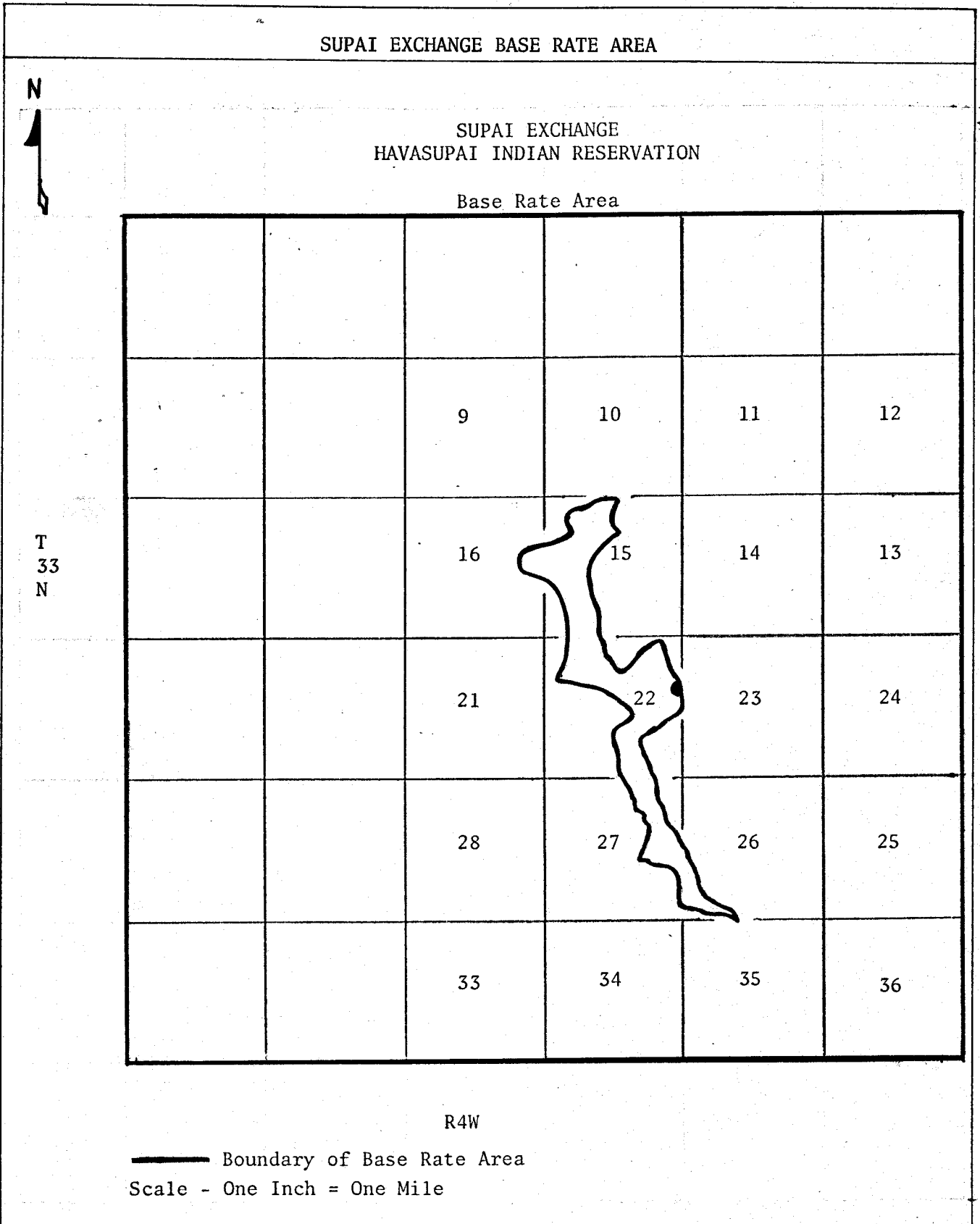
By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona



Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
 111 West Monroe St., Phoenix, Arizona

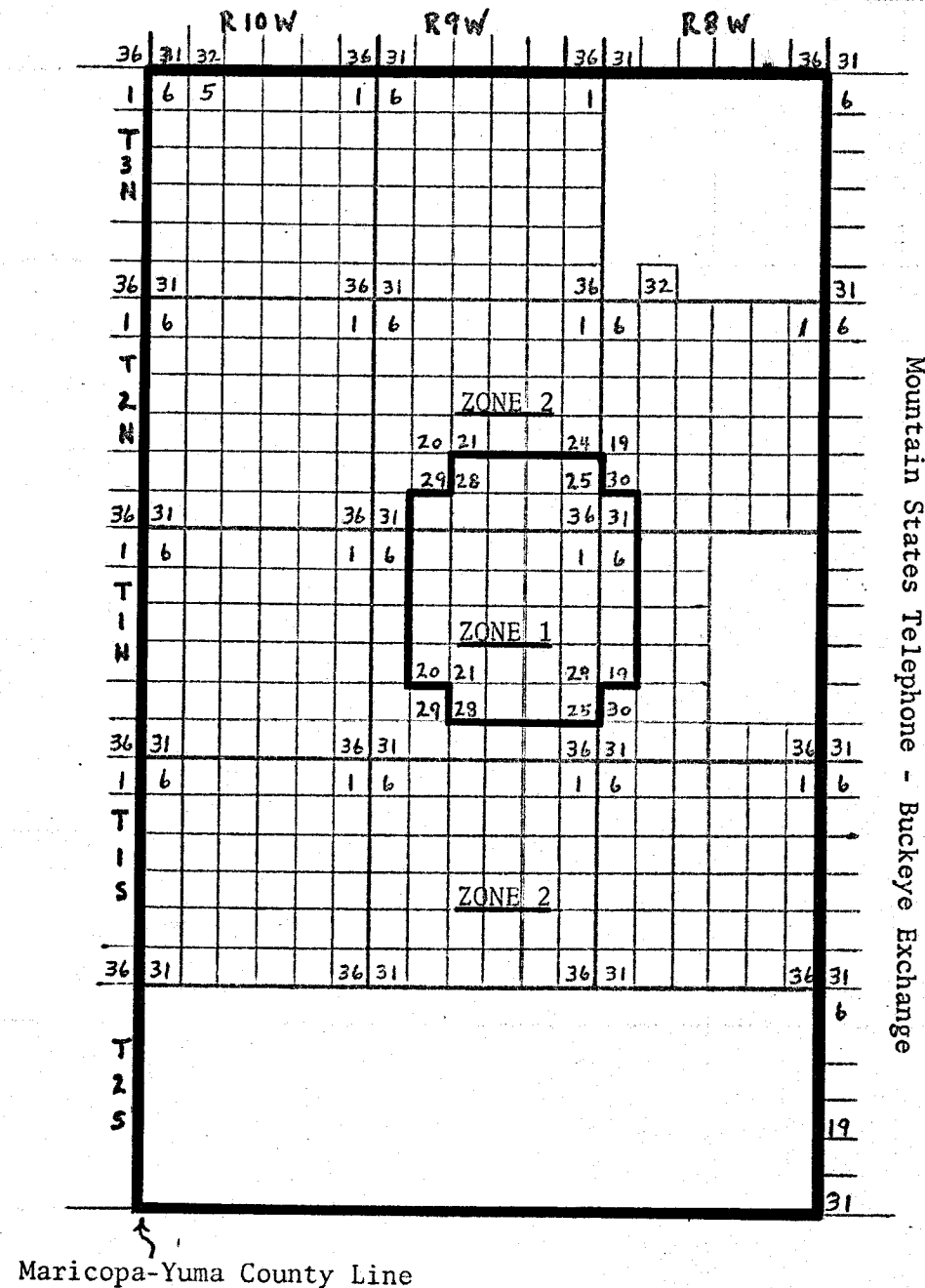


Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

## HARQUAHALA EXCHANGE BOUNDARY &amp; ZONES



Maricopa-Yuma County Line

Boundary of Exchange Area

0 1 2 3 4 5 6 7 8 9 10  
Scale in Miles

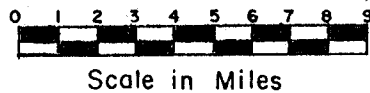
Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

ARIZONA TELEPHONE COMPANY  
**ORIGINAL**

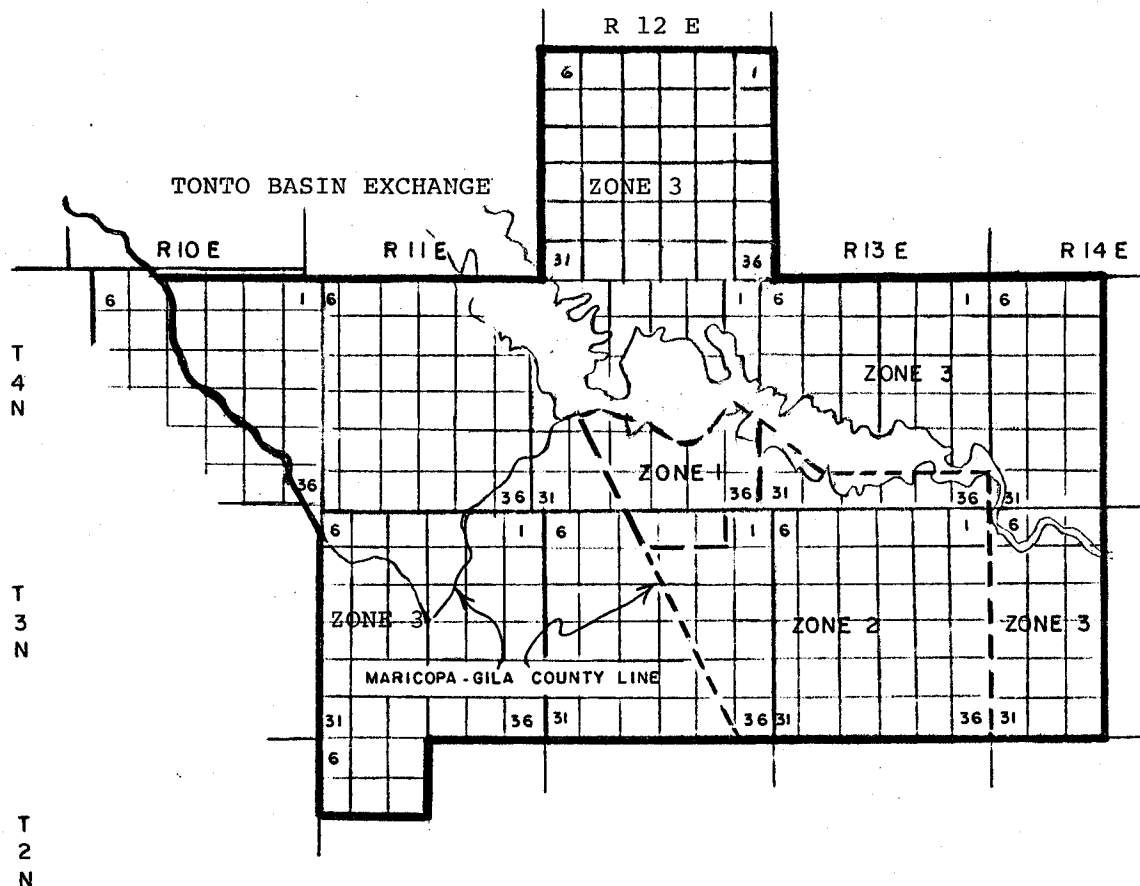
ROOSEVELT  
EXCHANGE AREA



Scale in Miles

- REFERENCE
- Boundary of Exchange Area
  - - - - - Boundary of Zone #1
  - - - - - Boundary of Zone #2
  - ..... Boundary of Zone #3

NOTE: Zone #1 is Base Rate Area.



APPROVED FOR FILING

DECISION #: 56812

Issued: November 14, 1989

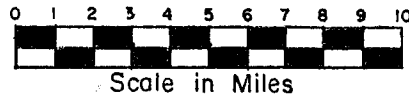
Effective: Feb. 21, 1990

By: R.G. Nehring, President  
2236 West Shangri-La Road, Phoenix, Arizona 85071-2277

ARIZONA TELEPHONE COMPANY

SASABE  
EXCHANGE AREA

ORIGINAL

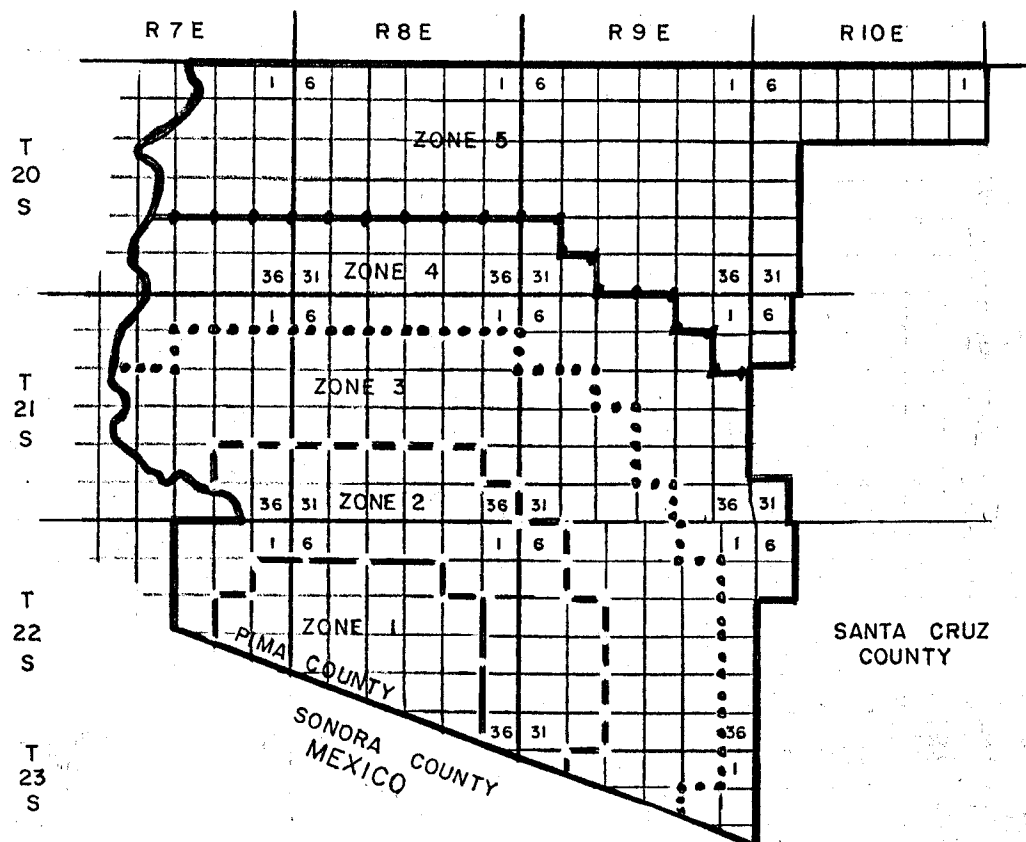


Scale in Miles

REFERENCE

- Boundary of Exchange Area
- Boundary of Zone #1
- - - - - Boundary of Zone #2
- ..... Boundary of Zone #3
- ..... Boundary of Zone #4
- x x x x x x x x x x x x x x x x Boundary of Zone #5

NOTE: Zone #1 is Base Rate Area.



APPROVED FOR FILING  
DECISION #: 56812

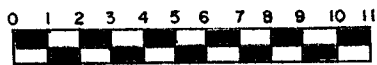
Issued: November 14, 1989

Effective: Feb. 21, 1990

By: R.G. Nehring, President  
2236 West Shangri-La Road, Phoenix, Arizona 85071-2277

ARIZONA TELEPHONE COMPANY  
**ORIGINAL**

HYDER  
EXCHANGE AREA

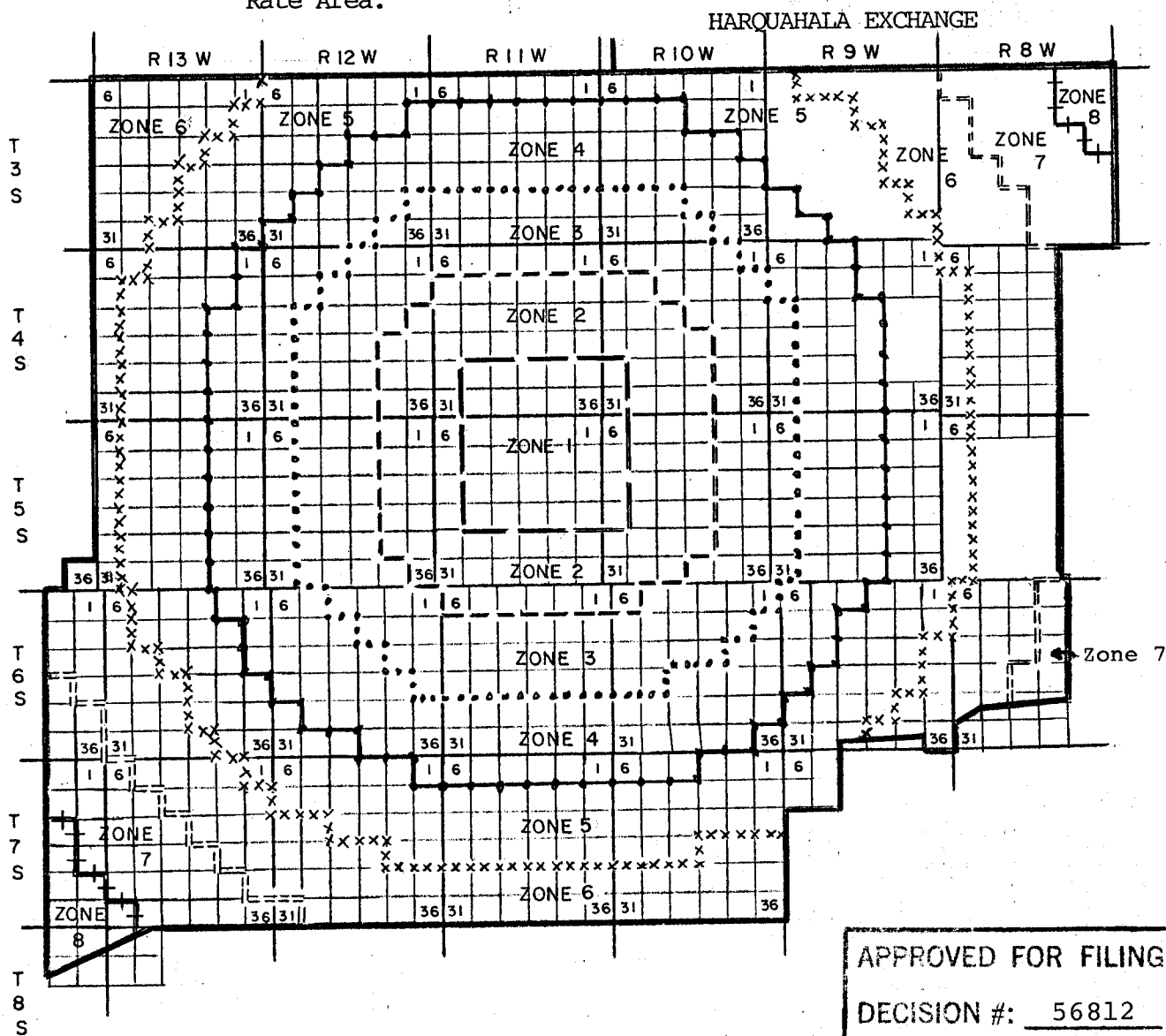


Scale in Miles

REFERENCE

- Boundary of Exchange Area
- Boundary of Zone #1
- - - - - Boundary of Zone #2
- ..... Boundary of Zone #3
- ..... Boundary of Zone #4
- xxxxxx Boundary of Zone #5
- ===== Boundary of Zone #6
- +++++++ Boundary of Zone #7
- ooooooo Boundary of Zone #8

NOTE: Zone #1 is Base  
Rate Area.



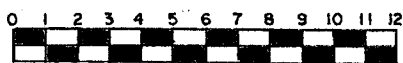
Issued: November 14, 1989

Effective: Feb. 21, 1990

By: R.G. Nehring, President  
2236 West Shangri-La Road, Phoenix, Arizona 85071-2277

ARIZONA TELEPHONE COMPANY  
**ORIGINAL**

MORMAN LAKE  
EXCHANGE AREA

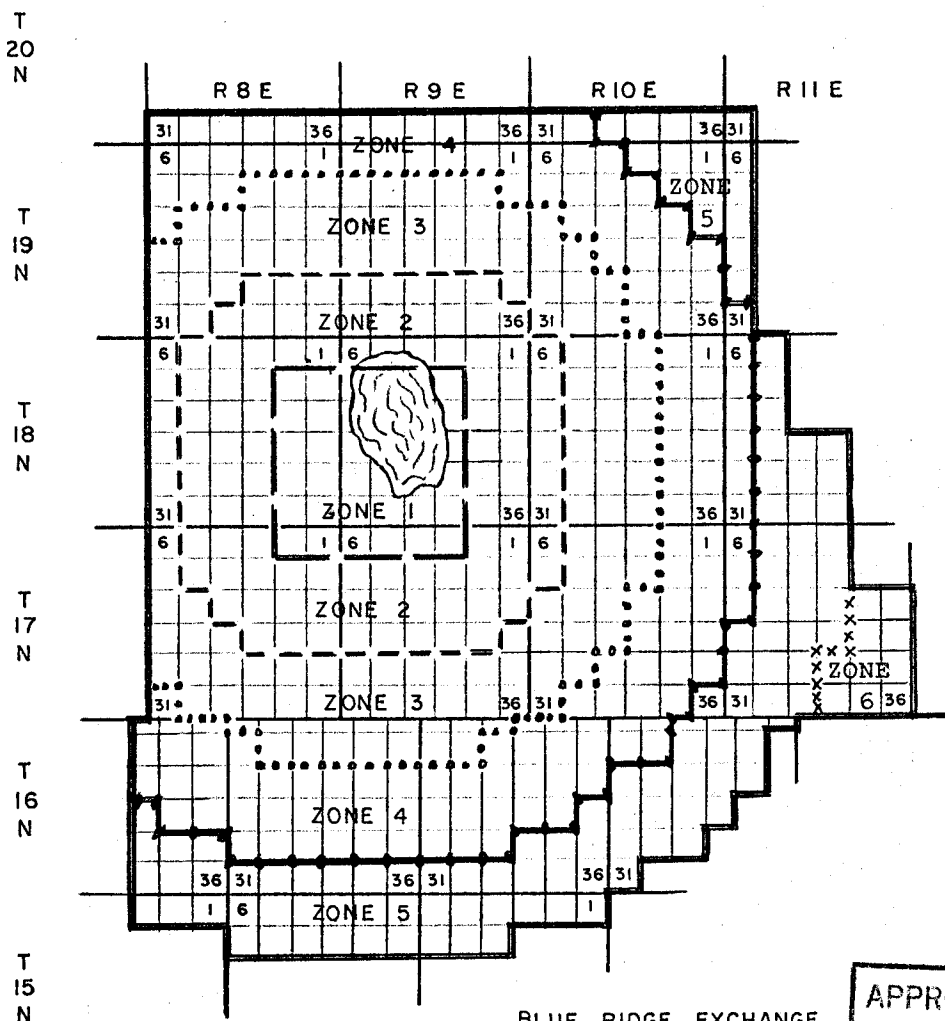


Scale in Miles

REFERENCE

- Boundary of Exchange Area
- Boundary of Zone #1
- - - - - Boundary of Zone #2
- ..... Boundary of Zone #3
- ..... Boundary of Zone #4
- xxxxxx Boundary of Zone #5
- ===== Boundary of Zone #6

NOTE: Zone #1 is Base Rate Area.



BLUE RIDGE EXCHANGE

APPROVED FOR FILING  
DECISION #: 56812

Issued: November 14, 1989

Effective: Feb. 21, 1990

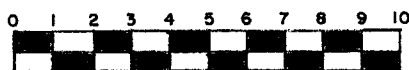
By: R.G. Nehring, President  
2236 West Shangri-La Road, Phoenix, Arizona 85071-2277



ARIZONA TELEPHONE COMPANY

MARBLE CANYON  
EXCHANGE AREA

ORIGINAL



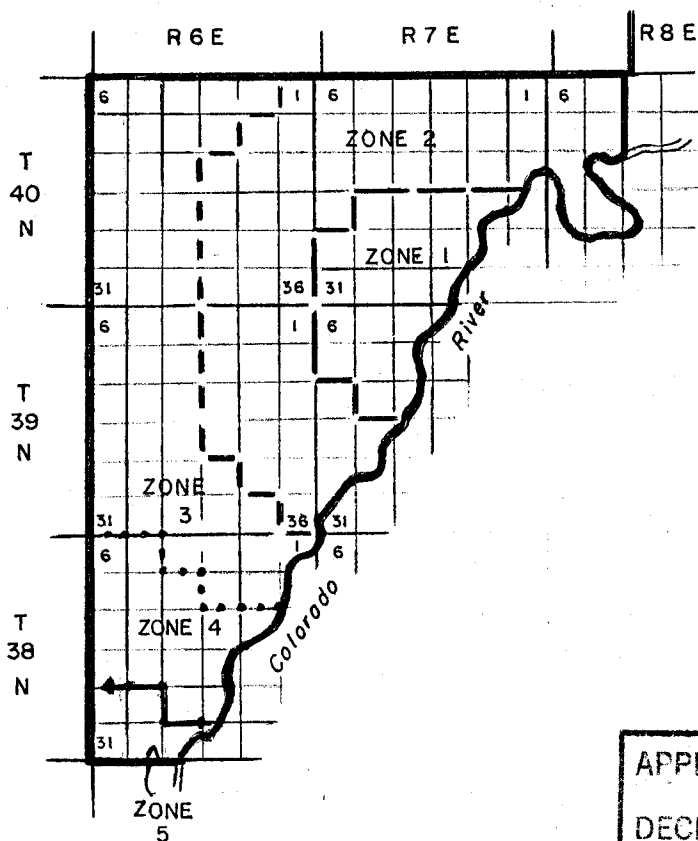
Scale in Miles

REFERENCE

- Boundary of Exchange Area
- Boundary of Zone #1
- - - - - Boundary of Zone #2
- ..... Boundary of Zone #3
- ..... Boundary of Zone #4
- xxxxxxx Boundary of Zone #5

NOTE: Zone #1 is Base Rate Area.

GREENHAVEN EXCHANGE



APPROVED FOR FILING

DECISION #: 56812

Issued: November 14, 1989

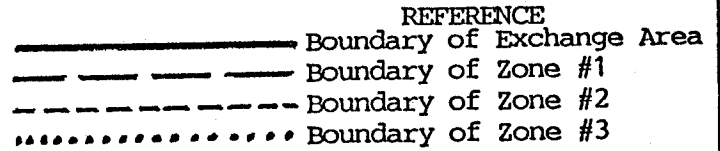
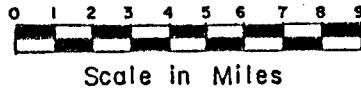
Effective: Feb. 21, 1990

By: R.G. Nehring, President  
2236 West Shangri-La Road, Phoenix, Arizona 85071-2277

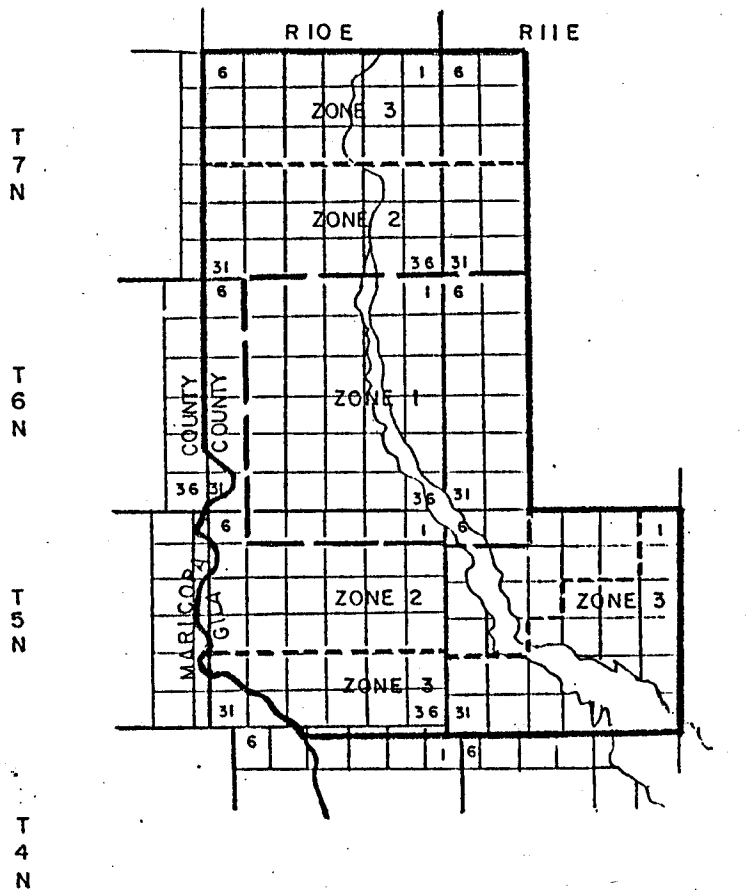
ARIZONA TELEPHONE COMPANY

ORIGINAL

TONTO BASIN  
EXCHANGE AREA



NOTE: Zone #1 is Base Rate Area.



ROOSEVELT EXCHANGE

APPROVED FOR FILING

DECISION #: 56812

Issued: November 14, 1989

Effective: Feb. 21, 1990

By: R.G. Nehring, President  
2236 West Shangri-La Road, Phoenix, Arizona 85071-2277

ARIZONA  
TELEPHONE  
COMPANY

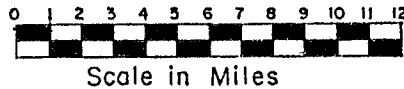
Revision No. Original

Exchange Blue Ridge  
Section No. 2  
Sheet No. 11  
Supercedes

ARIZONA TELEPHONE COMPANY

BLUE RIDGE  
EXCHANGE AREA

ORIGINAL



Scale in Miles

REFERENCE

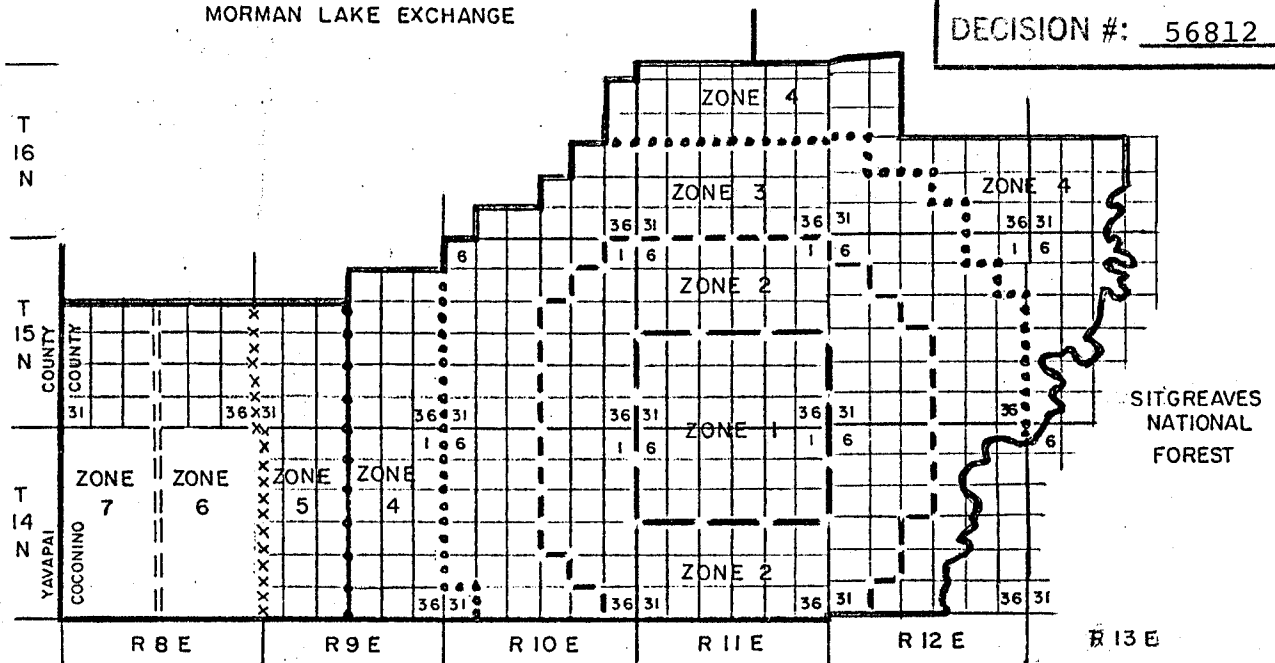
- Boundary of Exchange Area
- - - - - Boundary of Zone #1
- - - - - Boundary of Zone #2
- ..... Boundary of Zone #3
- ..... Boundary of Zone #4
- ..... Boundary of Zone #5
- ..... Boundary of Zone #6
- ..... Boundary of Zone #7

NOTE: Zone #1 is Base Rate Area.

APPROVED FOR FILING

DECISION #: 56812

MORMAN LAKE EXCHANGE



Issued: November 14, 1989

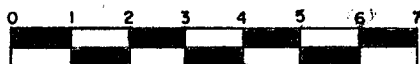
Effective: Feb. 21, 1990

By: R.G. Nehring, President  
2236 West Shangri-La Road, Phoenix, Arizona 85071-2277

ARIZONA TELEPHONE COMPANY

GREENHAVEN  
EXCHANGE AREA

ORIGINAL



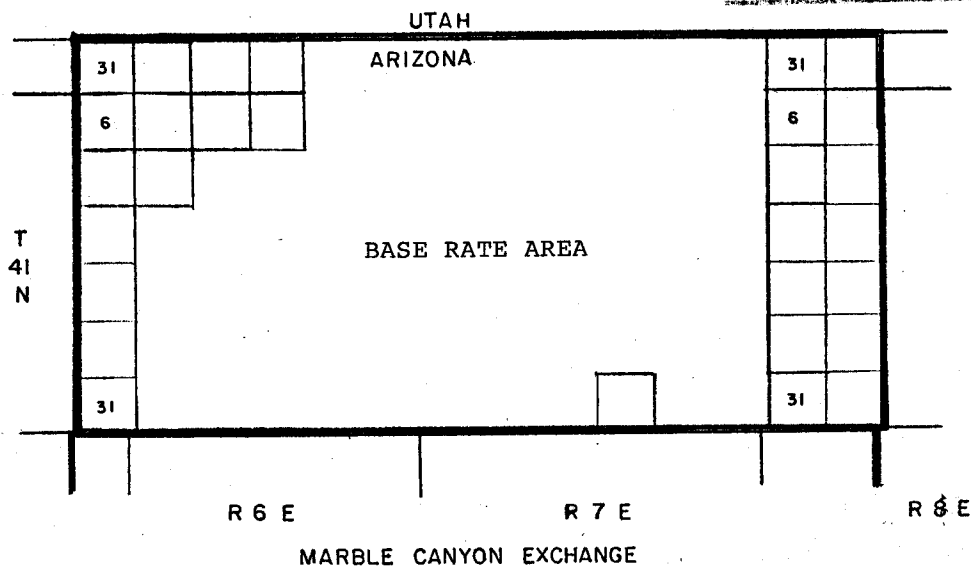
Scale in Miles

REFERENCE  
Boundary of Exchange  
Area

Note: Greenhaven has no Zones.

APPROVED FOR FILING

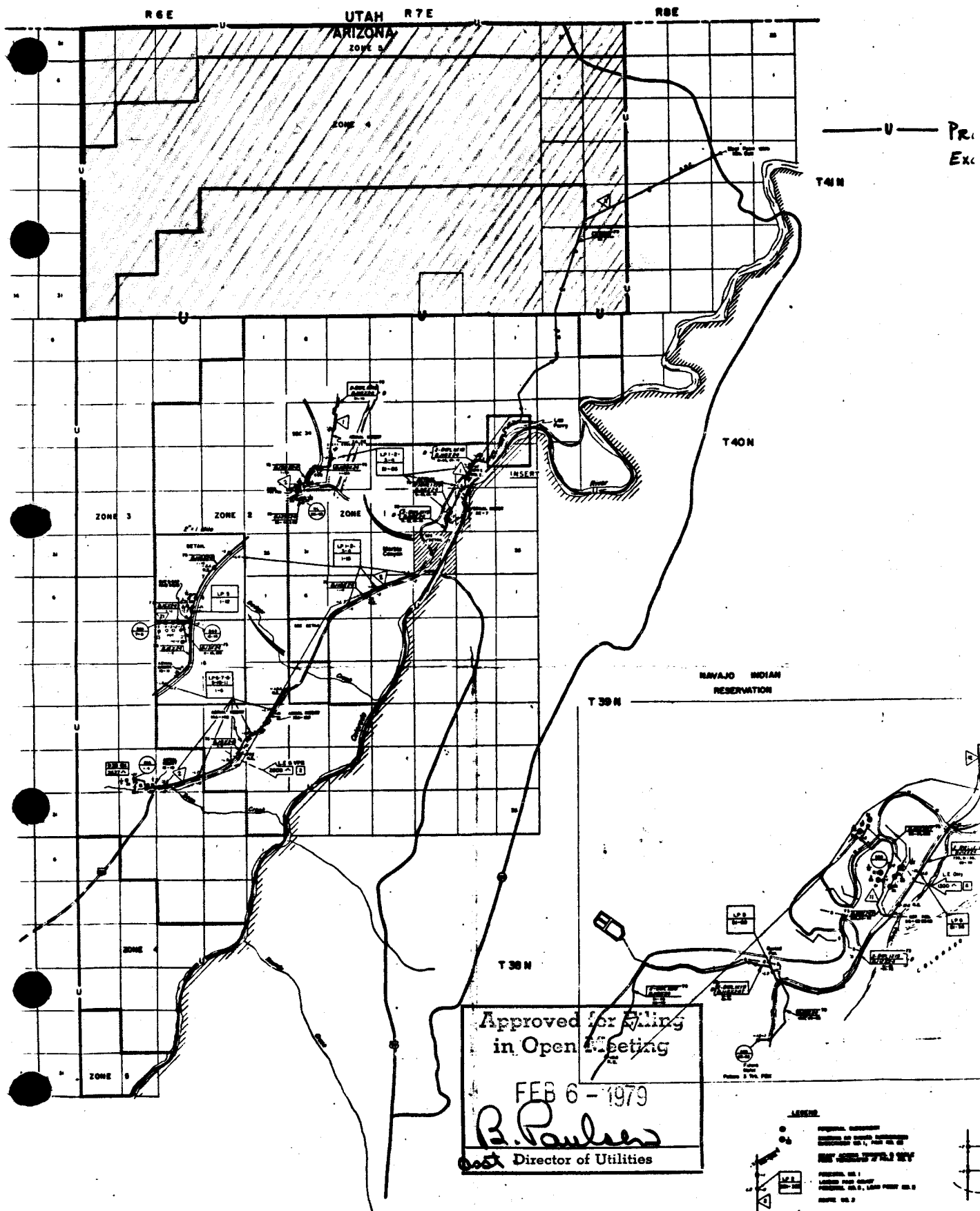
DECISION #: 56812



Issued: November 14, 1989

Effective: Feb. 21, 1990

By: R.G. Nehring, President  
2236 West Shangri-La Road, Phoenix, Arizona 85071-2277



GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 3  
Second Revised Sheet 1  
Cancels First Revised Sheet 1

EXCHANGE RATES

A. APPLICABILITY:

The following rates are applicable to individual business and residential monthly flat rate service.

(T)

B. TERRITORY:

The rates apply to the Exchange areas, as indicated on applicable exchange area maps.

(T)

C. INDIVIDUAL AND PARTY LINE SERVICE:

Individual and party line services when offered, will be furnished within the Exchange area at the rates reflected in this section.

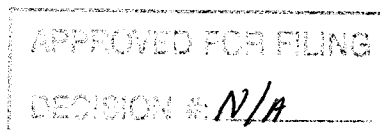
(T)

(D)

(D)

ISSUED: April 2, 1998

BY: Lou E. Reilly, President



EFFECTIVE: 5-1-98

## GENERAL EXCHANGE TARIFF

**ORIGINAL**

Section 3

ARIZONA TELEPHONE COMPANY  
ArizonaSeventh Revised Sheet 2  
Cancels Sixth Revised Sheet 2**EXCHANGE RATES**CLASS OF SERVICEMONTHLY RATE**BUSINESS:**

One Party	\$19.20
Four Party*	19.20
Key Systems	24.00
PBX Trunk	28.80

**RESIDENCE:**

One Party	18.00
Four Party**	18.00

(I)  
(I)EXCHANGES

The above rates apply to the following exchanges:

- |               |                  |
|---------------|------------------|
| 1. Supai      | 6. Mormon Lake   |
| 2. Harquahala | 7. Marble Canyon |
| 3. Roosevelt  | 8. Tonto Basin   |
| 4. Sasabe     | 9. Blue Ridge    |
| 5. Hyder      | 10. Grenehaven   |

EXTENDED LOCAL CALLING SERVICE:

Provides two-way, local calling for all customers between Tonto Basin exchange and the Roosevelt exchange.

\* This service was eliminated effective April 13, 1998, and customers were upgraded to Business One-Party service.

\*\* This service is being eliminated and customers will be upgraded to Residence One-Party service.

APPROVED FOR FILING  
DECISION #: 24771

ISSUED: April 29, 2016

EFFECTIVE: June 1, 2016

BY: Joel Dohmeier, Vice-President

## GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY

Arizona

Section 3  
Original Sheet 3

## GENERAL SERVICES

DIRECTORY LISTINGS

## A. General

The following rates are applicable to the alphabetic section of the Telephone Directory, for business or residence customers.

## B. Rates

	<u>Monthly Rates</u>	(N)
1. Additional or alternate listings, per listing	1.25	(M) (I)
2. Non-listed service, per listing	1.50	(N)
3. Non-published service, per listing	1.50	(N)
4. Foreign Exchange or non-subscriber service, per listing (See Condition 4)	2.00	(N)

## C. Conditions

1. A Primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.
  - a. Listings will be limited to such information as is necessary for proper identification.
  - b. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
  - c. The Company may refuse to insert any listing, which in its judgement does not facilitate the use of the directory.
2. An additional listing may include the same address and telephone number as the primary listing, except that a different address may be shown for off-premises stations located on other premises occupied solely by the customer.
  - a. Additional listings may be furnished with business or residence service for persons who occupy the same premises at the rates shown above.

(M) - Material previously appeared on Sheet 2.

(M) Material previously appeared in Section 19.

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

APPROVED FOR FILING

DECISION #: N/A

EFFECTIVE: 5-1-98



GENERAL EXCHANGE SERVICE

ARIZONA TELEPHONE COMPANY  
Arizona

Section 3  
Original Sheet 4

GENERAL SERVICES

DIRECTORY LISTINGS (Continued)

(M) (T)

C. Conditions (Continued)

3. An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays or if there is no answer on the first listed number.
  - a. Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.
4. A foreign or non-subscriber listing may be furnished to customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears.
5. Non-listed service is the omission of a customer's listing from the telephone directory only. It may be obtained from the information operator.
6. Non-published service is the omission of a customer's listing from both the telephone directory and information records.
  - a. When non-publish service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the non-published listings.
  - b. The rate for a non-publish service is specified in B. above.
  - c. No charge will apply to non-published numbers for customers having other listed services.
7. The charge for additional, alternate, non-listed or non-published listings begin on the day the information records are posted.
8. The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the customers to the day the succeeding directory is distributed to the customers. Unless the listings no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days.

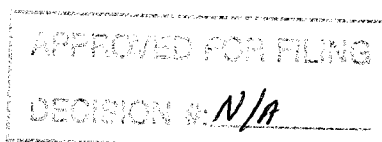
(M) (T)

(M) Material previously appeared in Section 19.

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

EFFECTIVE: 5-1-98



# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 3  
Fifth Revised Sheet 7  
Cancels Fourth Revised Sheet 7

## DIRECTORY ASSISTANCE SERVICE

**ORIGINAL**

### A. GENERAL

Directory Assistance Service gives customers access to telephone numbers of individuals or businesses by dialing 555-1212, 4-1-1 or 1-4-1-1.

### B. DEFINITIONS

1. Local numbers are any NPA/NXXs within the State of Arizona.
2. National numbers are any NPA/NXXs within the United States, Canada, Puerto Rico and the U.S. Virgin Islands, but outside the State of Arizona.
3. Call Completion is when a customer requests that a call be completed to the number that was provided during the directory assistance call. (N)  
(N)

### C. REGULATIONS

1. A maximum of two requested telephone numbers is allowed per call.
2. Rates will apply based on the NPA/NXX requested.
3. Call allowances apply to requests for local numbers only.
4. Charges for Directory Assistance Service for requests of a local or national number are not applicable to calls placed from customers whose physical, visual, or reading handicaps prevent them from using the telephone directory.

### D. RATES

The following rates apply for Directory Assistance Service.

	<u>Rate</u>	
1. Local Direct Dialed, First 2 calls	No Charge	
2. Local Direct Dialed, Each add'l call	\$0.20	
3. National Direct Dialed, per call	\$0.65	
4. Call Completion, per minute	\$0.20	(N)

ISSUED: March 30, 2015

EFFECTIVE: May 1, 2015

BY: Joel Dohmeier, Vice-President

**ADMINISTRATIVELY  
APPROVED FOR FILING**

# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 3  
Second Revised Sheet 8  
Cancels First Revised Sheet 8

## CUSTOM CALLING SERVICES

ORIGINAL

### A. GENERAL

Custom Calling Services are optional services offered in addition to regular exchange service to those customers served by central offices arranged to provide such services. The number of Custom Calling Services available depends upon the exchange central office providing the service and is subject to the availability of its facilities.

(T)

(T)

### B. SERVICE DESCRIPTIONS

(N)

#### 1. Call Forwarding

This service redirects incoming calls to another telephone number. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. When activated, all calls that are forwarded when the line is idle cause a short ring on the forwarded line as a reminder that the service is active. To deactivate Call Forward, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

#### 2. 3-Way Calling

(T)

This service allows a customer to add a third party to an existing telephone call. To add a third party, the customer depresses the switchhook once to place the current party on hold, receives a dial tone, dials the third party's number, and then depresses the switchhook again to establish the three-way connection. All 3-way calls are subject to transmission limitations and all applicable local and long distance charges.

#### 3. Call Transfer

(M) (T)

This service allows the customer to hold and transfer incoming, out-going and intragroup calls. If the customer has established a three way call, this service will allow the customer to hang up while the other two parties remain connected. Any applicable long distance charges will apply for the duration of the call, even if the customer drops off the call.

(M) (T)

(M)-Material previously appeared on Sheet 9 of this Section.

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: December 13, 2000

EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President

## GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY

Arizona

Section 3

Second Revised Sheet 9

Cancels First Revised Sheet 9

## CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Continued)

ORIGINAL

(N)

## 4. Call Waiting/Cancel Call Waiting

(M)

This service alerts a customer who is on the phone that another local or long distance caller wants to get through the line. The customer will receive a tone signal to indicate another incoming call and the caller will receive the usual ringing tone. To place the first call on hold and answer the incoming call, the customer depresses the switchhook once. The customer can then toggle between both calls by depressing the switchhook. If the customer hangs up when a call is still on hold, the customer's line will automatically ring back.

Cancel Call Waiting allows a Call Waiting customer to deactivate the Call Waiting service by dialing a code. When this service is activated, the customer will not be interrupted by the Call Waiting tone and the incoming caller will receive a busy signal. Call Waiting will remain disabled for the rest of the call, but will be automatically restored upon call termination.

(M)

(M1)

## 5. Warm Line

(M1)

(M) (T)

This service allows a call to be automatically placed to a pre-assigned number determined by the customer. The call will be placed once the customer's phone has been off-hook for a predetermined time-out period. The time-out period may be set at 1 to 14 seconds. During the time-out period the customer will receive a normal dial tone and can originate calls. Once the time-out period has expired, a call is automatically placed to the pre-assigned number as programmed by the Company.

(M) (T)

## 6. Hotline

(T)

This service allows a call to be automatically placed to a pre-assigned number determined by the customer as soon as the customer's phone goes off-hook. The Company will program the pre-assigned number for the customer.

(M)-Material previously appeared on Sheet 8 of this Section.

(M1)-Material now appears on Sheet 23 of this Section.

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: December 13, 2000

EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President

# GENERAL EXCHANGE TARIFF

**ARIZONA TELEPHONE COMPANY**  
Arizona

Section 3  
Original Sheet 9.1

## CUSTOM CALLING SERVICES

### B. SERVICE DESCRIPTIONS (Continued)

ORIGINAL

7. Speed Call 8

This service allows the customer to keep a list of eight specified telephone numbers which can be dialed by using a one-digit (2 through 9) access code.

(M) (T)

8. Speed Call 30

This service allows the customer to keep a list of 30 specified telephone numbers which can be dialed by using a two-digit (20 through 49) access code.

(M) (T)

9. Toll Restriction

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. When a restricted call is attempted from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

(M1) (T)

(M1) (T)

### C. LIMITATIONS

(M2) (T)

1. Custom Calling Services require special central office equipment and will be provided only where facilities are available.
2. Custom Calling Services are only available on single-line party service.
3. Custom Calling Services will not be provided in connection with Paystation Service (except for the business line extension), Private Branch Exchange Trunk Line Service, or Centrex Service.

(T)

(D)

(M)-Material previously appeared on Sheet 8 of this Section.

(M1)-Material previously appeared on Sheet 15 of this Section.

(M2)-Material previously appeared on Sheet 9 of this Section.

ADMINISTRATIVELY (M2)(D)  
APPROVED FOR FILING

ISSUED: December 13, 2000

EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President

## GENERAL EXCHANGE TARIFF

Section 3

ARIZONA TELEPHONE COMPANY

Second Revised Sheet 10

Arizona

Cancels First Revised Sheet 10

## CUSTOM CALLING SERVICES

D. RATES AND DISCOUNTS1. Rates

ORIGINAL

The following monthly rates apply to Custom Calling Services and are in addition to basic local exchange service and any other service, equipment or facilities subscribed to by the customer.

<u>One Service Per Line</u>	<u>Rate Per Month</u>	<u>Trans Code</u>	<u>Activate Code</u>	<u>Deactivate Code</u>
a. Call Forwarding	\$4.00	CCCF	*72	*73
b. 3-Way Calling	4.00	CCCC	N/A	N/A
c. Call Transfer	3.00	CCCT	N/A	N/A
d. Call Waiting/Cancel Call Waiting	4.00	CWCCW	N/A/*70	N/A
e. Warm Line	2.00	CCWL	N/A	N/A
f. Hotline	2.00	CCHT	N/A	N/A
g. Speed Call 8	2.25	CCSE	*74	N/A
h. Speed Call 30	4.75	CCST	*75	N/A
i. Toll Restriction	5.00	CCTR	N/A	N/A

(M)

(T)

(T)

(M1)

2. Multi-Service Discount Plan, Per Line

<u>Per Service Credit</u>	<u>Credit Per Month</u>	<u>Trans Code</u>
a) Two Services	\$(1.00)	CFD2
b) Three Services	(1.50)	CFD3
c) Four Services	(2.50)	CFD4
d) Five Services	(3.00)	CFD5
e) Six Services	(3.75)	CFD6
f) Seven Services	(5.25)	CFD7
g) Eight Services	(6.00)	CFD8
h) Nine Services	(6.75)	CFD9
i) Ten Services	(7.50)	CFD1

(D)

(D)

(N)

(N)

(M)-Material now appears on Sheet 23 of this Section.

(M1)-Material previously appeared on Sheet 16 of this Section.

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: December 13, 2000

EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President

ARIZONA  
TELEPHONE  
COMPANY

Exchange        ALL  
Section No.     3  
Sheet No.       11  
Original

**ORIGINAL**

WAIVER OF ESTABLISHMENT CHARGES

ESTABLISHMENT CHARGES FOR ELIGIBLE SERVICES, MAY BE WAIVED OR DISCOUNTED FOR CUSTOMERS REQUESTING SUCH SERVICES. WAIVER OF CHARGES WILL EITHER BE AT THE TIME OF INITIATION OF A SERVICE IN A SPECIFIC CENTRAL OFFICE OR DURING A SPECIFIED PERIOD. AVAILABILITY OF THE WAIVED OR DISCOUNTED ITEMS AFTER THE INITIAL OFFERING OF SERVICE WILL BE CONTINGENT UPON CENTRAL OFFICE CAPACITY. ALL PROMOTIONS WILL NOT EXCEED THIRTY DAYS. ALL SUBSEQUENT OFFERINGS, AFTER INITIATION OF THE SERVICE IN A SPECIFIC EXCHANGE, WILL BE OFFERED TO ALL CUSTOMERS. SUCH SUBSEQUENT OFFERINGS WILL ONLY BE MADE AFTER THIRTY DAYS NOTICE TO THE ARIZONA CORPORATION COMMISSION UNLESS OTHERWISE ACTED UPON BY THE COMMISSION.

ISSUED :

BY: R. G. NEHRING  
PRESIDENT

EFFECTIVE : APPROVED FOR FILING

DECISION #: 56415

Effective March 23, 1989

ARIZONA  
TELEPHONE  
COMPANYExchange ALL  
Section No. 3  
Sheet No. 12  
Revision No. 1 Supercedes:Original**ORIGINAL**

---

SCHEDULE OF ELIGIBLE SERVICES

---

THE FOLLOWING SERVICES ARE ELIGIBLE FOR WAIVER OF  
ESTABLISHMENT CHARGES AS PROVIDED FOR IN THE COMPANY'S  
TARIFF.

TOUCH TONE CALLING SERVICE  
CUSTOM CALLING SERVICES

|N

---

ISSUED :

EFFECTIVE : SEPT. 1, 1989

BY: R. G. NEHRING  
PRESIDENT

APPROVED FOR FILING

DECISION #: 56557

---



**GENERAL EXCHANGE TARIFF****ARIZONA TELEPHONE COMPANY**  
Arizona**ORIGINAL**Section 3  
Second Revised Sheet 14  
Cancels First Revised Sheet 14**DIRECT INWARD DIALING SERVICE****A. DESCRIPTION**

Direct Inward Dial Service provides a means for the completion of local and long distance calls to the associated station number of a customers system without intermediate handling by an attendant.

**B. GENERAL**

1. Direct Inward Dial service will only be furnished in those exchanges where the central office is equipped to provide such service and the customers equipment capabilities permit.
2. Direct Inward Dial numbers are directly associated with the primary customer and the Company will not assign individual numbers to another customer as a preliminary number.
3. The provision of this service requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming call terminating on the customers equipment.
4. One primary directory listing in the main directory of the serving central office will be provide for each service. An additional listing for specific numbers can be obtained subject to the regulations, terms and charges as specified in the Companies tariffs.
5. Direct Inward Dial service rates and charges shall apply in addition to any other rates and charges for service with which the Direct Inward Dial service is associated.
6. The assignment of telephone numbers and the sequence of numbers assigned to a DID service is determined by the Company based on the rules established in FCC order 00-104. The customer may request a sequential block of numbers to be placed into service at a later date. Non-Recurring Charges for DID numbers may apply to recover the cost of reserving the numbers. Reserved numbers can only be held for a maximum of six months. After six months, the reserved numbers must be placed in service for that specific customer or the numbers will be categorized as available for use by other customers.

(T)  
|  
(T)**C. RATES AND CHARGES**

	<u>ESTABLISHMENT CHARGE</u>	<u>MONTHLY RATE</u>
Per Transmitted Trunk	\$10.00	\$30.00
Per block of 20 numbers or fraction thereof	\$5.00	\$5.00

(T)

ISSUED: August 30, 2002

EFFECTIVE: September 30, 2002

BY: Paul E. Pederson, Vice-President

ADMINISTRATIVELY  
APPROVED FOR FILING

# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY

Arizona

Section 3

First Revised Sheet 15

Cancels Original Sheet 15

## CENTRAL OFFICE SERVICES

### REMOTE CALL FORWARDING

(N)

#### A. Description

ORIGINAL

(D)

(D)

All incoming calls are automatically routed to another customer-selected telephone number in the local calling area or in a distant exchange.

(T)

(M)

(M)

#### B. General

1. Remote Call Forwarding will only be furnished in those exchanges where Central Office Equipment is available. (T)
2. Remote Call Forwarding is provided on the condition that the customer subscribe to a sufficient number of facilities to adequately handle calls to the customer without interfering with or impairing any services offered by the company. If, in the opinion of the Company, additional lines are needed, the customer will be required to subscribe to such additional facilities or terminate the service.
3. Remote Call Forwarding is not offered as suitable for data transmission, where the terminating telephone is a coin telephone or with Call Forwarding as a feature at the forwarding location.
4. The Company cannot provide the customer with the telephone number of the originating call, or guarantee the transmission on any forwarded call because of the distance and routing necessary to complete the connection.
5. The Company cannot provide combined billing on combinations of lines which include lines not utilizing the Remote Call Forwarding service.

(M)-Material now appears on Sheet 9.1 of this Section.

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: December 13, 2000

EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President

## GENERAL EXCHANGE TARIFF

Section 3

ARIZONA TELEPHONE COMPANY

Second Revised Sheet 16

Arizona

Cancels First Revised Sheet 16

## CENTRAL OFFICE SERVICES

REMOTE CALL FORWARDING (Continued)

ORIGINAL

(N)

B. General (Continued)

6. The Company provides a Directory Listing in the exchange where the Remote Call Forwarding Service is located. At the customer's request the listing may be omitted at no charge
7. The message charges applicable to remotely forwarded calls will be comprised of two separate charges as detailed below.
  - a. Between the calling telephone and the remote call forward location, the calling party is responsible for these charges with the exception that for those calls accepted on a collect basis by the customer.
  - b. Between the remote call forward location to the terminating location the customer is responsible for any related message charges.

C. Rates and Charges

1. The charges for Central Office Services specified below apply on a per line, or per customer request for service.

(T)

(D)

	ESTABLISHMENT CHARGE	MONTHLY RATE
Remote Call Forwarding	\$10.00	\$15.00

(M)

(M)-Material now appears on Sheet 10 of this Section.

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: December 13, 2000

EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President

INSIDE WIRE MAINTENANCE SERVICE

ORIGINAL

APPLICABILITY

Applicable to customer's requesting simple Inside Wiring Maintenance (IWM) on wire running between the demarcation point and the jack.

TERRITORY

Within the exchanges listed on Sheet No. 2, Section 3, as said areas are defined on maps filed in Section 2 as part of the tariff schedules.

RATES

	Labor Charge		
	Schedule 1	Schedule 2	Schedule 3
(1) Simple Inside Wire Repair Service:			
a. Initial premises work charge to dispatch employee, locate trouble, and complete repair:			
First 15 minutes or fraction thereof . . . . .	\$ 35.00	\$ 40.00	\$ 45.00
b. Additional premises work to locate trouble and complete repair:			
Each additional quarter hour or fraction thereof . . . . .	15.00	15.00	15.00

	Rate per Month	
	Business	Residence
(2) Maintenance Plan	\$ 1.25	\$ 1.25

Schedule 1 is applicable to work performed Monday through Friday, between 8:00 a.m. and 5:00 p.m., except holidays.

Schedule 2 is applicable to work performed Monday through Friday at hours other than Schedule 1 and all day Saturday, except holidays.

Schedule 3 is applicable to work performed on Sundays and holidays observed by the Utility.

The Utility may perform work on the customer's side of the local loop demarcation point at the customer's request and expense.

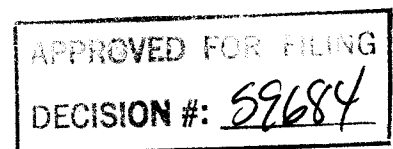
APPROVED FOR FILING  
DECISION #: 59684

INSIDE WIRE MAINTENANCE SERVICE

ORIGINAL

SPECIAL CONDITIONS

1. Simple inside wiring maintenance does not include repair of inside wiring which connects station components to each other or to common equipment of a PBX or key system.
2. Billable time includes travel, work preparation, actual work and cleanup. The above labor charge begins upon arrival at or on the customer's premises.
3. Charges for materials may be applicable in addition to the labor charges. The Utility provides a thirty-day warranty for repairs of simple inside wire.
4. Nonpayment of charges for IWM services are subject to disconnection of service.
5. Inside Wire Repair Plan:
  - a. Customers may subscribe to the monthly plan only at the time their simple inside wire is in working condition. Customers with nonstandard wire are not eligible for the plan.
  - b. The monthly plan does not include re-installation of inside wiring where the wiring was destroyed by fire, major flood, or similar catastrophes.
  - c. The customer must advise the Utility when the customer wishes to cancel the monthly plan.
  - d. Subscription to the monthly plan becomes effective with the installation due date of the service connection for new service or, with established service, five days after the customer requests participation.
  - e. Customers with the following types of Trunk Line services are not eligible to participate in the IWPP:
    - 1) Private Branch Exchange (PBX). These customers may be covered by a maintenance plan for business systems
    - 2) Lines terminating on Key telephone systems
    - 3) Telephone Answering Service Companies
    - 4) Reseller Service
    - 5) Data Access Line Service
    - 6) Private Line Services
    - 7) Special Access
  - f. There will be no additional Inside Wire Protection Plan charge for Second Lines.
  - g. A seasonal discount will not apply to vacation or seasonal service customers subscribing to the Inside Wire Protection Plan.



GENERAL EXCHANGE TARIFF

Exchange: ALL

Section 3

ARIZONA TELEPHONE COMPANY  
Arizona

ORIGINAL

Fifth Revised Sheet 20

Encels Fourth Revised Sheet 20

LOW-INCOME ASSISTANCE PROGRAMS

A. LOW-INCOME ASSISTANCE PROGRAMS

Low-Income Assistance Programs consist of two programs, Lifeline Assistance and Lifeline Connection Assistance. These programs were developed to reduce rates for low income customers. The Company participates in both of these assistance programs to increase the availability of telecommunications services to all consumers in its serving areas. The structure of each program is outlined in the following paragraphs.

1. Lifeline Assistance

a. General

Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives credit for the Federal Subscriber Line Charge as well as a credit towards the residential access line rate.

b. Regulations

- 1) Lifeline Assistance is available to all residential customers who meet the following eligibility requirements: <sup>(1)</sup>

a) Customers must participate in one of the following programs:

Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), federal public housing assistance or Section 8 ( a Federal Housing Assistance Program administered by the Dept. of Urban Development), or Low Income Home Energy Assistance Program (LIHEAP), Temporary Assistance for Needy Families (TANF), National School Free Lunch Program (NSL), State Children's Health Insurance Plan (SCHIP) or KidsCare, or

(T)

(T)

Have household income that is at or below 150% of the Federal Poverty Guidelines

- b) Beginning October 1, 2000, eligibility has been expanded to permit low-income individuals living on tribal lands to establish their income eligibility by certifying participation in one of the following federal assistance programs: (1) Bureau of Indian Affairs General Assistance; (2) Temporary Assistance for Needy Families (TANF) tribally-administered block grant program; (3) Head Start Programs (under income qualifying eligibility provision only); (4) National School Lunch Program (free meals program only), or (5) Food Distribution Program on Indian Reservations.

(C)

(C)

<sup>(1)</sup> Low-income customers who qualify under Arizona Low-Income Telephone Assistance Program (ALITAP) will receive the FCC approved federal baseline support amount. State support is provided in accordance with A.R.S 46.703.

(T)

(T)

GENERAL EXCHANGE TARIFF

Exchange: ALL

Section 3

ARIZONA TELEPHONE COMPANY

Arizona

ORIGINAL

Fourth Revised Sheet 21

Cancels Third Revised Sheet 21

LOW-INCOME ASSISTANCE PROGRAMS

A. LOW-INCOME ASSISTANCE PROGRAMS (Continued)

1. Lifeline Assistance (Continued)

b. Regulations (Continued)

2) The customer must sign under penalty of perjury, a document certifying:

a) He/she is receiving benefits from one of the programs in 1.b.1 a) or b) above or he/she has household income that is at or below 150% of the Federal Poverty Guidelines.

b) He/she must provide the name of the program from which they are receiving benefits with supporting documents showing their program participation or provide supporting documents showing their household income is at or below 150% of Federal Poverty Guidelines. The supporting documents must be one of the following: 1) Prior year's state, federal, or tribal tax return, 2) Current income statements from an employer or paycheck stub, 3) A Social Security statement of benefits, 4) A Veterans Administration statement of benefits, 5) A retirement/pension statement of benefits, 6) An Unemployment/Workman's Compensation statement of benefits, 7) Bureau of Indian Affairs (BIA) general assistance program, 8) A divorce decree or child support document. If the customer chooses to submit anything other than the prior year's income tax return, they must then present three consecutive month's of the alternate supporting documentation selected that is within the most recent twelve consecutive months.

(T)

(T)

c. That he/she will notify the company if he/she no longer participates in the program named in b. preceding or if their household income increases above 150% of the Federal Poverty Guidelines.

3) A customer is not eligible for Lifeline and Link-Up from the Company if he/she is currently receiving Lifeline and Link-Up credit for service from another Eligible Telecommunications Carrier.

4) As a participant in Lifeline Assistance, customers are eligible to receive Toll Restriction Service at no charge. This service will only be provided at the customer's request.

5) Local service deposit requirements will be waived for customers who voluntarily receive Toll Restriction Service.

ISSUED: June 29, 2012

ADMINISTRATIVELY

EFFECTIVE: August 1, 2012

BY: Joel Dohmeier, Vice-President

APPROVED FOR FILING

**ORIGINAL****ARIZONA TELEPHONE COMPANY**

Arizona

Third Revised Sheet 21.1

Cancels Second Revised Sheet 21.1

**LOW-INCOME ASSISTANCE PROGRAMS****A. LOW-INCOME ASSISTANCE PROGRAMS (Continued)****1. Lifeline Assistance (Continued)****b. Regulations (Continued)**

- 6) Participants in Lifeline Assistance shall not be disconnected from Local Service for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
- 7) Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
- 8) Verification of a customer's continuing eligibility shall be performed by the Company on an annual basis. (T)  
(T)
- 9) Records will be maintained by the Company in accordance with Arizona Corporation Commission Decision No. 67941 and FCC C.F.R. 54.417. (T)
- 10) One Lifeline discount is allowed per household. The FCC defines "household" as any individual or group living together at the same address as one economic unit. (N)  
I  
(N)

**c. Credits**

The following credits\* will apply for each customer eligible for Lifeline Assistance:

- |  | Monthly<br>Credit* |     |
|--|--------------------|-----|
| 1) Federal Credit to Residential Access Line   | (1)                | (C) |
|  |                    | (D) |
| 2) Additional Federal Credit to Residential Access Line for eligible tribal land residents who qualify under either 1.b.1 a) or b) | (2)                | (T) |

\* Credit amount will not exceed the total of the Subscriber Line Charge and the Residential Local Exchange rate.

(1) Authorized FCC rate.

(2) Credit up to \$25.00 and not to exceed a base of \$0.00.

(C)

ISSUED: June 29, 2012

BY: Joel Dohmeier, Vice-President

**ADMINISTRATIVELY  
APPROVED FOR FILING**

EFFECTIVE: August 1, 2012



ORIGINAL

ARIZONA TELEPHONE COMPANY  
ArizonaThird Revised Sheet 22  
Cancels Second Revised Sheet 22**LOW-INCOME ASSISTANCE PROGRAMS**A. **LOW-INCOME ASSISTANCE PROGRAMS** (Continued)2. **Lifeline Connection Assistance (Link-Up)**

## a. General

Link-Up reduces an eligible Tribal Land customer's service connection charges.

(T)  
(D)  
(D)

## b. Regulations

- 1) The same eligibility requirements as outlined in Paragraph 1.b.1 above will apply for Link-Up.
- 2) The customer must sign under penalty of perjury, a document certifying:
  - a) He/she is receiving benefits from one of the programs in A.1 above or she/she has household income that is at or below 150% of the Federal Poverty Guidelines.
  - b) The name of the program from which they are receiving benefits with supporting documents showing their program participation or provide documents that prove their household income is at or below 150% of the Federal Poverty Guidelines (from the list included in the Lifeline Assistance tariff preceding).
  - c) That he/she will notify the Company if he/she no longer participates in the program named in b. preceding or their household income increases above 150% of the Federal Poverty Guidelines.
- 3) A customer is not eligible for Lifeline and Link-Up from the Company if he/she is currently receiving Lifeline and Link-Up credit for service provided by another Eligible Telecommunications Carrier.
- 4) This credit is only available on the installation of a single residential access line to the principal residence of the eligible customer.
- 5) This credit will only apply a second or subsequent time for a principal place of residence with a different address from the previous address at which Link-Up was provided.
- 6) A deferred schedule for payment of the remaining service connection charges will be offered to Link-Up customers. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to a year.

(T)  
(T)

ISSUED: June 29, 2012

BY: Joel Dohmeier, Vice-President

ADMINISTRATIVELY  
APPROVED FOR FILING

EFFECTIVE: August 1, 2012

GENERAL EXCHANGE TARIFF

Exchange ALL

Section 3

ARIZONA TELEPHONE COMPANY  
Arizona

ORIGINAL

First Revised Sheet 22.1  
Cancels Original Sheet 22.1

LOW-INCOME ASSISTANCE PROGRAMS

A. LOW-INCOME ASSISTANCE PROGRAMS (Continued)

2. Lifeline Connection Assistance (Link-Up) (Continued)

b. Regulations (Continued)

- 7) Records will be maintained by the Company in accordance with Arizona Corporation Commission Decision No. 67941 and FCC C.F.R. 54.417.

(D)  
|  
(D)

(T)  
(T)

c. Credit

(D)

- 1) Credit up to \$100.00 for residents living on tribal lands who qualify under either Paragraph 1.b.1 a) or b). The additional benefit will apply towards 100% of the connection charges between \$0.00 and \$100.00 which are assessed to begin service at the principle residence of the eligible resident. Eligible charges include any charges customarily assessed to connect the subscriber to the network, including line extension charges, zone connection charges and special construction charges.

(T)  
|  
(T)

3. Limitation of Liability for Administering Lifeline and Link-Up Programs

The Company shall use reasonable efforts to (1) safeguard personal information provided by a customer in connection with an application for the Company's Lifeline and/or Link-Up programs; and (2) properly determine a customer's eligibility to participate in the Company's Lifeline and/or Link-Up programs. The Company shall not be liable to a customer for any damages (actual, consequential or punitive) arising as the result of (a) the Company's unintentional or accidental disclosure to a third party of a customer's personal information provided in connection with an application for the Company's Lifeline and/or Link-Up programs; or (b) the Company's erroneous determination regarding a customer's eligibility or ineligibility to participate in the Company's Lifeline and/or Link-Up programs. In the event the Company erroneously denies a customer's application to participate in the Company's Lifeline Assistance program, the customer shall be entitled to a bill credit equal to the amount of the monthly discount applied from the date of the customer's application through the date of actual enrollment in the Lifeline Assistance program.

ISSUED: June 29, 2012

ADMINISTRATIVELY  
APPROVED FOR FILING

EFFECTIVE: August 1, 2012

BY: Joel Dohmeier, Vice-President

ARIZONA TELEPHONE COMPANY  
ArizonaFirst Revised Sheet 23  
Cancels Original Sheet 23**MISCELLANEOUS SERVICE ARRANGEMENTS****LAST NUMBER REDIAL**A. General

Enables the customer to redial the last number dialed by dialing a one or two key code.

B. RatesMonthly Rate

Per Line

\$2.00

**LINE HUNTING**A. General

Line Hunting provides customers with more than one line the ability to have incoming calls automatically directed to the next vacant line. The Line Hunting selection process starts at a particular line or directory number and continues in a fixed sequence, until an idle line is found or arrives at the end of the sequence. The service is available with Residential and Business one-party rates.

B. Rates and ChargesMonthly RateNon-Recurring  
Charge

Per Line

\$3.00

(1)

- (1) Service Connection Charges do not apply when ordered with initial service installation. When ordered separate from initial installation, Service Connection Charges, as found in Section 12, apply.

(N)

(N)

**ADMINISTRATIVELY  
APPROVED FOR FILING**

ISSUED: September 14, 2011

EFFECTIVE: October 14, 2011

BY: Joel Dohmeier, Vice-President

ORIGINAL

Cost to Create a Line Hunt Group

Average labor Rate Per Minute \$ 0.61  
Estimated Time required to create Line Hunt Group (Minutes) 45

Cost \$ 27.67

Price Per Month for 3 year contract \$ 0.77  
Price Per Month for 5 year contract \$ 0.46

ADMINISTRATIVELY  
APPROVED FOR FILING

ARIZONA  
TELEPHONE  
COMPANY

Revision No. 1

Exchange  
Section No.  
Sheet No.  
Supercedes

ALL  
4  
1  
ORIGINAL

---

RESERVED FOR FUTURE USE

---

ORIGINAL

---

ISSUED : MAY 24 1989

EFFECTIVE : August 24, 1989

BY: R. G. NEHRING  
PRESIDENT

APPROVED FOR FILING

DECISION #: 56531

---

## SUPPLEMENTAL EQUIPMENT RATES

## a. Nonretractible Cords:

10 Feet	\$3.00
15 Feet	4.00
25 Feet	5.00

## b. Retractable Cords:

4 Feet	\$1.50
10 Feet	5.00
15 Feet	6.50
25 Feet	8.00

Extra length cords will be replaced with regular length cord at no additional cost. Extra length cord will be replaced with extra length cord at the above charges.

## I. PANEL PHONE

A built-in panel phone may be installed at the customer's request subject to the following conditions and charges:

## 1. Installation

The customer is to install the receptacle box in the desired location. The receptacle box is furnished by the company. If the customer so desires, the receptacle box may be installed by the company at cost.

## 2. Rates

The rate for the panel phone is the same as a regular phone at the filed tariff at the particular exchange. However, the one time installation charge for the panel phone shall be \$25.00.

## 3. Move Charge

The customer is to move the receptacle box. The filed tariff for move or change charge shall apply as to a regular telephone. If the customer so desires, the receptacle box will be moved by the company at cost.

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

## SUPPLEMENTAL EQUIPMENT RATES

## J. AUTOMATIC DIALING EQUIPMENT

## 1. General

- a. The dialer is a mechanical or magnetic storage type dialer with a capacity of up to 290, 400, 650 a fourteen-digit telephone numbers.
- b. The dialer can be associated with any existing dial telephone set and when associated with key or button telephone equipment, may operate on any of the lines terminated at the station.
- c. The dialer is available in a standard group of colors.
- d. The necessary power outlet and suitable commercial power for the operation of the dialer are provided by the customer.

## 2. Rates

The following charges are in addition to all rates and service charges applicable to the associated telephone service.

	<u>Installation Charge</u>	<u>Move Charge</u>	<u>Per Month</u>
Mechanical or tape type for up to 290 messages or less	\$ 15.00	\$ 5.00	\$ 6.25
Repertory Dialer-Tape (Type 400)	15.00	5.00	7.25
Repertory Dialer-Tape (Type 650)	25.00	5.00	9.50
Repertory Dialer-Tape Type at PBX switchboard*	25.00	5.00	15.50
		<u>Non-Recurring Charge</u>	
Additional 400 number tape cartridge		\$ 25.00	
Additional 650 number tape cartridge		35.00	

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

## SUPPLEMENTAL EQUIPMENT RATES

Change charge of \$5.00 will apply for change in color of dialer;  
change in type of dialer requires a reapplication of installation  
charge.

\*Adaptable to cord and key type positions only.

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona



## GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
ArizonaSection 5  
First Revised Sheet 1  
Cancels Original Sheet 1

## OFF-PREMISE EXTENSION

## A. APPLICABILITY

(D)  
(D)

Mileage rates also apply to outside extension stations key system stations, and private branch exchange station line terminations and are in addition to all other charges or guarantees applicable to the service.

## B. TERRITORY

Within the exchange areas.

(T)  
(D)  
—  
(D)

## C. MEASUREMENT

Outside extensions and private branch exchange lines, measurement will be airline from the location of the primary station or private branch exchange switchboard or turret to the location of the extension station or termination.

(D)  
(D)

Monthly Rate  
For Each Quarter Mile

(T)  
(T)  
(D)

1. Extension Station or Private Branch Exchange lines:  
For Contiguous or Non Contiguous.

(T)  
(T)(D)  
—  
(D)

- |     |  |      |
|-----|--|------|
| (1) | First ¼ mile or fraction thereof           | 3.50 |
| (2) | Each additional ¼ mile or fraction thereof | 1.75 |

(I)  
(I)

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

APPROVED FOR FILING

DECISION # N/A

EFFECTIVE: 5-1-98

# ORIGINAL

## GENERAL EXCHANGE TARIFF

**SOUTHWESTERN TELEPHONE COMPANY**  
Arizona

Section 5  
Fourth Revised Sheet 2  
Cancels Third Revised Sheet 2

### BASIC LOCAL EXCHANGE SERVICE

#### APPLICABILITY

Applicable to residential and business exchange service.

#### TERRITORY

The exchange rates listed below apply to Salome and Quartzsite exchanges, as said areas are defined on maps filed as part of the tariff schedule.

#### RATES

<u>Class of Service</u>	<u>Monthly Rates</u>	
Residence: One-Party	\$14.00	(I) (D)
Business: One-Party	24.90	
PBX	39.25	

#### Line Hunting

Line Hunting provides customers with more than one line the ability to have incoming calls automatically directed to the next vacant line. The line Hunting selection process starts at a particular line or directory number and continues in a fixed sequence, until an idle line is found or arrives at the end of the sequence. The service is available with Residential and Business one-party rates.

#### Monthly Rate

\$5.00

ISSUED: May 17, 2013

BY: Joel Dohmeier, Vice-President

EFFECTIVE: June 1, 2013  
APPROVED FOR FILING  
DECISION #: 73874

ORIGINAL

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY  
Arizona

Section 5  
Fourth Revised Sheet 4  
Cancels Third Revised Sheet 4

LOCAL EXCHANGE SERVICE

TOTAL TALK PACK (Continued)

B. Conditions and Limitations (Continued)

6. The Plan may not be combined with any other optional toll calling plan service, except for those specified in this offering.
7. Customers enrolled in the Plan, who fail to pay the entire rate per month, will have all existing Total Talk Pack services converted to the applicable tariff rates. Service Charges will not apply for converting services back to tariff rates. Such customers will not be permitted to re-enroll in this Plan until such time as all associated unpaid balances are satisfactorily paid in full.

C. Rates<sup>1</sup>

	<u>Rate Per Month</u>	
1. Residence		
Local Bundle, per line	\$31.80	(I)
2. Business		
Local Bundle, per line	\$43.05	

<sup>1</sup> Customers must also subscribe to TDS True Talk's Total Talk Pack to be eligible for this rate.

ISSUED: May 17, 2013

BY: Joel Dohmeier, Vice-President

EFFECTIVE: June 1, 2013  
APPROVED FOR FILING  
DECISION #: 73874

# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 6  
Second Revised Sheet 1  
Cancels First Revised Sheet 1

## PAYSTATION SERVICE

### A. GENERAL

Paystation Service provides telephone service to a customer-leased or owned paystation with or without coin collecting devices. A Paystation Access Line permits providers of such service to provide pay telephone service to the public.

### B. DEFINITIONS

Coin Supervision - Provides signaling capability from the central office for paystations that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control.

Customer - For the purposes of this tariff, the customer is the Paystation Service Provider.

Network Interface Device - A company-provided jack or its equivalent. It is the point of connection between the Company owned wiring and wiring owned by the customer. For the purposes of this tariff, the network interface device will be installed at a location mutually agreed upon by the customer and the Company.

Originating Line Screening (OLS) - Enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned paystations, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available.

Paystation Access Line - A basic coin transmission dial tone line. It is a line side connection from the local exchange switch to the point of demarcation at the customer premises.

Selective Class of Call Screening - Enables the customer to restrict outgoing operator-handled calls, placed over the Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card. Selective Class of Call Screening will be provided at the customer's option, where such facilities are available.

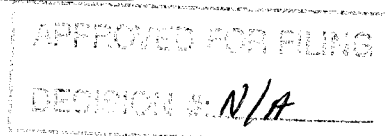
Fraud Protection (Toll Blocking) - Provides outgoing call restriction where facilities are available. This service provides blocking of 976, 1 + DDD, 1 + IDDD, 1 + 900 calling patterns.

Fraud Protection is offered to provide a choice of restrictions at the subscriber's option. The option will be available where Paystation service is provided on a usage rate of service basis. The option is as follows:

Two-way Service provides central office blocking of seven digit local, 976, 1 + DDD, and 1 + 900 calls. Provides screening information to the operator to prevent operator assisted send-paid calls from being billed to the line. Further, third number and collect calls to Paystations are not allowed.

ISSUED: April 2, 1998

BY: Lou E. Reilly, President



EFFECTIVE: 5-1-98

(N)

(N)

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 6  
First Revised Sheet 2  
Cancels Original Sheet 2

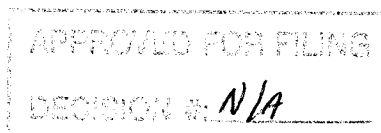
PAYSTATION SERVICE

C. RULES AND REGULATIONS

1. Paystation Service will be considered a business service for the purpose of applying the terms, rates and conditions found elsewhere in this tariff.
2. Only one paystation instrument may be connected to each Paystation Access Line. Off-Premise Extensions are not permitted.
3. The customer shall be responsible for the installation, operation and maintenance of any paystation instrument used in connection with this service.
4. Requests to Directory Assistance Service originated from paystations will be charged the applicable rate of the Directory Assistance Service Provider.
5. Directory listings may be provided under the regulations that govern the furnishing of listings for business customers.
6. Coin-free operator and emergency 911 access must be available from all paystations.
7. One directory will be distributed to the customer without charge for each paystation business exchange line.
8. The customer is responsible for the provision of booths, shelves, directories and all other ancillary equipment.
9. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls. The Company shall not be liable for shortages of coins collected and deposited at the customer's paystation instrument.
10. The Company reserves the right to disconnect service when the customer does not comply with the F.C.C. and state rules and regulations related to paystation service and equipment.
11. The Multiline Business Subscriber Line Charge, found in the interstate access tariff, is applicable to all paystation access lines.

ISSUED: April 2, 1998

BY: Lou E. Reilly, President



EFFECTIVE: 5-1-98

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 6  
First Revised Sheet 3  
Cancels Original Sheet 3

PAYSTATION SERVICE

D. RATES AND CHARGES

	<u>Monthly Rate</u>	
1. Paystation Access Line <sup>1</sup>	\$19.20	(R)
2. Coin Supervision	\$2.21	
3. Selective Class of Call Screening	\$2.00	
4. Fraud Protection (Toll Blocking)	\$2.50	(N)
		(D)
		(D)

<sup>1</sup> Installation, move and change charges will be those applicable to business service.

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

APPROVED FOR FILING

DECISION #: N/A

EFFECTIVE: '5-1-98

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

ORIGINAL

Section 7  
Second Revised Sheet 1  
Cancels First Revised Sheet 1

OPTIONAL SERVICES

INDEX

	<u>Sheet</u>	(T)
1. Dedicated DS1 Service	2-4	(N)
2. Digital Transport Service	5-7	(N)

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: May 27, 2003

EFFECTIVE: June 27, 2003

BY: Paul E. Pederson, Vice-President

# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 7  
Second Revised Sheet 2  
Cancels First Revised Sheet 2

## OPTIONAL SERVICES

### 1. DEDICATED DS1 SERVICE

#### A. General

Dedicated DS1 Service is a point-to-point intraexchange service that provides for simultaneous two-way transmission at 1.544 Megabits per second (Mbps). This service only transmits digital signals and uses only digital transmission facilities. Dedicated DS1 service and its features are offered subject to the availability of central office equipment and appropriate outside plant facilities. This service is specifically designed for customers that require DS1 facilities from their location to another location within the same exchange or from their location to the Central Office for channelization.

#### B. Definitions

Clear Channel Capability - An optional feature of DTS that allows a customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

DS1 - Digital facility that is equivalent to 24 DS0s. Total transmission speed is 1.544 Mbps.

Digital Local Channel - A transmission path for Dedicated DS1 Service furnished from the Central Office to the demarcation point on the customer's premises.

#### C. Regulations

1. Dedicated DS1 Service is available for a minimum service period of one month.
2. Dedicated DS1 Service is available on a month-to month basis or under variable rate periods, with rates based on lengths of 12 months, 36 months and 60 months.
3. Rates for Dedicated DS1 under contract will not be increased by Company initiative until the contract period expires. Rates in effect at the time the service is installed will be applicable until the contract expires. Upon expiration of the customer's current payment period option, the customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.
4. For channelization of Dedicated DS1 Service, please see Digital Transport Service in this section.

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: May 27, 2003

EFFECTIVE: June 27, 2003

BY: Paul E. Pederson, Vice-President



## OPTIONAL SERVICES

1. DEDICATED DS1 SERVICE (Continued)C. Regulations (Continued)

5. If the service is canceled by the customer prior to the completion of the service period, the customer will be obligated to pay a termination charge. The applicable termination charge will be equal to the number of months remaining in the contract times the monthly rate provided under the contract. Termination charges will not apply, however, if the customer replaces the service with comparable service and a contract length that is equal to or greater than the original contract period.
6. The rates listed in Paragraph D., following, assume the provision of a digital quality facility that uses existing exchange cable facilities compatible with this service. If such equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge based on the cost incurred to make the changes will apply in addition to the rates for Dedicated DS1 Service.
7. The two types of non-recurring charges associated with Dedicated DS1 Service include a Design Order Charge and an Installation Charge. The Design Order Charge applies once per order while the Installation Charge will apply for each Digital Local Channel installed.
8. The Installation Charge and Design Order Charge will not apply for the establishment of Dedicated DS1 Service when the customer signs an agreement to subscribe to the service for a minimum of 3 years. If the customer discontinues service prior to the conclusion of the 3 year agreement, the customer will incur a disconnection charge equal to the Design Order Charge and applicable Installation Charges. The disconnection charge will not apply if the customer purchases other services from the Company which replace Dedicated DS1 Service.

(T)

(N)

(N)

ADMINISTRATIVELY  
APPROVED FOR FILING

## OPTIONAL SERVICES

1. DEDICATED DS1 SERVICE (Continued)D. Rates and Charges

The following rates apply on a per customer basis, regardless of the number of terminating locations.

## 1. Recurring Rates

	<u>Monthly Rate</u>	<u>Trans Code</u>
a) <u>Month to Month</u>		
1 Channel	\$230.00	T1MM1
2 Channels	200.00	T1MM2
3+ Channels	200.00	T1MM3
b) <u>12 Months</u>		
1 Channel	210.00	T1L11
2 Channels	180.00	T1L12
3+ Channels	160.00	T1L13
c) <u>36 Months</u>		
1 Channel	190.00	T1L31
2 Channels	160.00	T1L32
3+ Channels	140.00	T1L33
d) <u>60 Months</u>		
1 Channel	180.00	T1L51
2 Channels	150.00	T1L52
3+ Channels	130.00	T1L53

## 2. Non-recurring Charges

	<u>Non-recurring Charge</u>	<u>Trans Code</u>
a) Design Order Charge, Per Order	\$700.00	T1DOC
b) Installation Charge, First Channel	650.00	T1C1
c) Installation Charge, Second and Additional Channels, per common end	500.00	T1C2A
d) Clear Channel Capability	350.00	T1CCC

ADMINISTRATIVELY  
APPROVED FOR FILING

# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

ORIGINAL

Section 7  
Original Sheet 5

## OPTIONAL SERVICES

### 2. DIGITAL TRANSPORT SERVICE

(N)

#### A. General

Digital Transport Service (DTS) provides customers with a cost effective option to deliver voice grade service from the serving Central Office to a customer's premises. DTS is only provided with a DS1 Channel (1.544 Mbps) as provisioned in the Local Private Line tariff. DTS supports Direct Inward Dialing (DID) Service, Dedicated 800 Service, and Local Exchange Business Trunks. The primary users of this service include Internet Service Providers and owners of PBX Systems.

#### B. Definitions

DS0 - One voice grade circuit. This circuit generally has a 64 Kbps transmission speed.

DS1 - Digital facility that is equivalent to 24 DS0s. Total transmission speed is 1.544 Mbps.

#### C. Regulations

1. DTS is subject to the availability of central office equipment and appropriate outside plant facilities.
2. The rate structure for DTS requires charges for Trunk Terminations, DS1 facility, Digital Interface Termination and Subscriber Line Charges (SLC).
3. The Digital Interface Termination rate is available on a month to month basis or under variable rate periods with rates based on lengths of 12 months, 36 months and 60 months.
4. The total number of Trunk Terminations activated by the customer may not exceed the capacity of each DS1 facility.
5. SLC charges will be assessed based on the number of trunk terminations the customer requests for each DS1. A multi-line SLC charge will apply for each trunk termination. If the number of trunk terminations is not specified, the customer will be charged 24 multi-line SLC charges.
6. Additional charges for Central Office services and features, such as telephone numbers associated with Direct Inward Dialing (DID) Service, are applicable when appropriate, as specified elsewhere in this tariff.

(N)

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: May 27, 2003

EFFECTIVE: June 27, 2003

BY: Paul E. Pederson, Vice-President

## GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

ORIGINAL

Section 7  
Original Sheet 6

## OPTIONAL SERVICES

2. DIGITAL TRANSPORT SERVICE (Continued)C. Regulations (Continued)

7. Calls will be subject to any applicable usage charges for services provisioned on the DTS channels. Message Telecommunications charges will apply to calls outside the Local Service Area.
8. Touch-tone signaling is required for DTS.
9. Unless specifically exempted, DTS is subject to all general regulations applicable to the provision of service by the Company as stated in the general tariff.
10. As a result of any interface or technical changes required of the Company due to the possible future adoption of FCC rules under Part 68, the Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provision of DTS render any customer premises equipment provided by a customer obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.

D. Rates and Charges

## 1. Recurring Rates

	<u>Monthly Rate</u>	<u>Trans Code</u>
a) DS1 Facility <sup>1</sup>		
b) Digital Interface Termination		
1. <u>Month-to-Month</u>		
1 Termination	\$390.00	DTSM1
2 Terminations	370.00	DTSM2
3 Terminations	350.00	DTSM3
2. <u>12 Months</u>		
1 Termination	370.00	DTS11
2 Terminations	350.00	DTS12
3 Terminations	330.00	DTS13

<sup>1</sup> See Dedicated DS1 Service in this Section.

ADMINISTRATIVELY  
APPROVED FOR FILING

(N)

(N)

## GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
ArizonaSection 7  
Original Sheet 7

ORIGINAL

## OPTIONAL SERVICES

2. DIGITAL TRANSPORT SERVICE (Continued)

(N)

D. Rates and Charges (Continued)

## 1. Recurring Rates (Continued)

	<u>Monthly Rate</u>	<u>Trans Code</u>
b) Digital Interface Termination (Continued)		
3. <u>36 Months</u>		
1 Termination	\$350.00	DTS31
2 Terminations	330.00	DTS32
3 Terminations	310.00	DTS33
4. <u>60 Months</u>		
1 Termination	295.00	DTS51
2 Terminations	275.00	DTS52
3 Terminations	255.00	DTS53
c) Per Trunk Termination (Includes PBX, DID, Toll Terminal and Dedicated 800 Trunks)	4.50	T1T
d) See Paragraph C.5. above for SLC Charge application.		

## 2. Non-recurring Charges

	<u>Non-recurring Charge</u>	<u>Trans Code</u>
a) Subsequent Addition/Rearrangement Charge per trunk termination	10.00	T1ARC

(N)

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: May 27, 2003

EFFECTIVE: June 27, 2003

BY: Paul E. Pederson, Vice-President

# ARIZONA TELEPHONE COMPANY

Revision No. . . . . ORIG

Exchange . ALL . .  
Section No. . 8 . .  
Sheet No. . 1 . .  
Supersedes . . . .

## ESTABLISHMENT AND PROVISION OF SERVICE

### A. APPLICATIONS FOR SERVICE

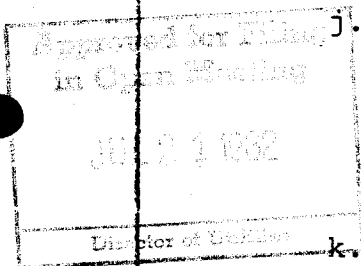
1. Applications for service shall constitute a contract when accepted in writing by the Company or upon the establishment of service. The initial minimum period for which charges shall apply will be one month or more as otherwise may be specified elsewhere in the tariffs of the Company. An applicant who has no account with the telephone company, or whose financial responsibility is not a matter of common knowledge, may be required to make an advance payment at the time application is made. An applicant may also be required to make a deposit in an amount deemed sufficient by the telephone company to protect it from unpaid bills. (See Deposits).
2. The telephone company may obtain the following information from each new applicant for service:
  - a. Name or names of applicant(s).
  - b. Service address and general location where no street address is available.
  - c. Billing address, if different than service address.
  - d. Address and telephone number where service was provided previously.
  - e. Social Security number.
  - f. Place of employment and how long employed.
  - g. Name of spouse.
  - h. Date applicant will be ready for service.
  - i. Indication of whether premises have been supplied with telephone utility service previously.
  - j. Class of service to be provided.
    1. If the class of service is to be business, the name of the company or corporation and names of officers and credit information, i.e. banking.
  - k. Indication of whether applicant is owner or tenant of or agent for the premises.
3. The Company may require a new applicant for service to appear at the Company's designated place of business to produce proof of identity and sign the Company's application form.
4. The telephone company may reserve the right to refuse service where any of the following conditions exist:

Issued: June 30, 1982

Effective:

By R. G. Nehring, President

2236 West Shaperville Road, Phoenix, Arizona 85029



# ARIZONA TELEPHONE COMPANY

Exchange ALL . . .  
Section No. 8 . . .  
Sheet No. 3 . . .  
Revision No. ORIG. Supersedes . . .

## ESTABLISHMENT AND PROVISION OF SERVICE

2. The telephone company may require a customer to establish a deposit if the customer becomes delinquent in the payment of two or more bills within a twelve (12) consecutive month period or has been disconnected during the last twelve (12) months.
3. The telephone company may, in order to safeguard its interests, require a suitable deposit as follows:
  - a. Residential customer deposits shall not exceed two times that customer's estimated average monthly bill or the average monthly bill for the customer class for that customer whichever is greater.
  - b. Non-residential customer deposits shall not exceed two and one-half times that customer's estimated maximum monthly bill.
  - c. The Company may review the customer's usage after service has been connected and adjust the deposit amount based upon the customer's actual usage and payment record.
  - d. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation.
4. At such time as the service is terminated, the amount of the deposit will be credited to the customer's account and any credit balance which may remain will be refunded after the final billing.
5. At the option of the telephone company, such a deposit may be refunded or credited to the customer at any time prior to termination of the service; or, in the case of residential customers, no later than twelve (12) months of continuous service in which the residential customer has not been delinquent in the payment of monthly telephone bills. In case of a cash deposit, simple interest at the rate of six (6) per cent per annum is paid for the period during which the deposit is held by the telephone company, provided the period is six months or more.

Approved for Filing  
in Open Meeting

JUL 1 1982

By R. G. Nehring

Issued: June 30, 1982

Effective:

By R. G. Nehring, President  
2226 West Shangri-La Road, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Exchange . ALL . .  
Section No. 8 . .  
Sheet No. 4 . .  
Revision No. ORIG. Supersedes . . .

## ESTABLISHMENT AND PROVISION OF SERVICE

### C. ADVANCE PAYMENTS

An applicant for service who has no account with the telephone company, or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time the application is signed in an amount equal to the charges for one month's local service and equipment plus the service connection, installation or construction charges that may be applicable, plus estimated bills for two months toll service. (Also refer to DEPOSITS this section).

### D. SERVICE ESTABLISHMENTS OR RECONNECTION CHARGE

1. If service is established during a period other than regular working hours at the customer's request and the telephone company agrees, the customer will be required to pay an after-hour charge for the service connection.
2. Service establishments or reconnections are where the customer's and telephone company's facilities are ready and acceptable.

### E. TEMPORARY SERVICE

1. Applicants for temporary service may be required to pay the telephone company, in advance of service establishment, the funds provided under the terms of a construction agreement or the cost of installing and removing the facilities necessary for furnishing the desired service.
2. Where the duration of service is to be less than one month, the applicant may also be required to advance a sum of money equal to the estimated bill for service.
3. If at any time the character of a temporary customer's operations changes so that in the opinion of the telephone company the customer is classified as permanent, the terms of the construction agreement or tariff shall apply.

### F. SERVICE CONNECTIONS

1. After an applicant has complied with the Company's application, construction agreement, or tariff, deposit requirements and has been accepted for service by the Company, the Company shall schedule that customer for service connection and/or establishment.

Issued: June 30, 1982

Effective:

By R. G. Nehring, President

2226 West Chandler Road, Phoenix, Arizona 85029

Approved for Filing  
in Open Meeting

JUL 2 1982

Director of Utilities



# ARIZONA TELEPHONE COMPANY

Exchange . ALL . .  
Section No. 8 . .  
Sheet No. 5 . .  
Revision No. ORIG . . . .  
Supersedes . . . .

## ESTABLISHMENT AND PROVISION OF SERVICE

2. Service connections shall be scheduled for completion within ten (10) working days of the date the customer has been accepted for service, except in those instances when the customer requests service connection beyond the ten (10) working day limitation.
3. The maximum interval of ten (10) working days applies to single line residence and business installations where facilities are available. Multiline services and any special equipment configurations shall be installed within a reasonable time frame based on availability of necessary equipment.
4. When the telephone company has made arrangements to meet with a customer for service connection purposes and the Company or the customer cannot make the appointment during the prearranged time, the Company will reschedule the connection to the satisfaction of both parties.
5. Unless another time frame is mutually acceptable to the Company and the customer, the Company will schedule service connection appointments within a maximum range of four (4) hours during normal working hours.
6. Determination as to whether subscriber's service should be classified as business or residence will be based on the character of use to be made of the service. The practice of advertising a telephone number in newspapers, business cards or on trucks shall be a contributing but not an exclusive factor in determining the classification of service. Rates for business service apply where the primary or dominant use of the service is for business, occupational or administrative purposes. Rates for residence service apply where the primary or dominant use is of a social or domestic nature and other use, if any, is merely incidental. When it is determined that a customer to residence service is using the service in such a manner that it should be classified and charged for as business service under the above provisions, the telephone company will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay the applicable business rates.

Approved for Filing  
in Open Meeting

JUN 1 1982

Director of Utilities

Issued: June 30, 1982

Effective:

By R. G. Nehring, President  
2236 West Shangri La Road, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Exchange . . ALL . .  
Section No. . 8 . .  
Sheet No. . . 6 . .  
Revision No. . ORIG . .  
Supersedes . . . .

## ESTABLISHMENT AND PROVISION OF SERVICE

### G. ACCESS LINE CONNECTION

#### 1. Provision of services beyond service access point

- a. Facilities beyond the service access point may be provided by either the Company or the customer. Where the facilities are provided by the customer the installation shall be in accordance with the Company's specifications.
- b. The cost of all new construction of inside customer premise wiring shall be the responsibility of the customer.

#### 2. Company provided facilities

- a. The Company shall provide all facilities up to the service access point.
- b. A customer requesting an underground service connection in an area served by overhead facilities shall pay for the difference between the cost of an overhead service connection and the actual cost of the underground connection as a non-refundable contribution. The customer may elect to provide the underground trenching on private property as an offsetting portion of the additional cost of the underground facilities, in accordance with the applicable tariffs filed by the Company.

#### 3. Easements and rights-of-way

- a. Each customer shall grant adequate easement and right-of-way to the Company to ensure customer's proper service connection. Failure on the part of the customer to grant adequate easement and right-of-way shall be grounds for the Company to refuse service.
- b. If the Company discovers that a customer or his agent is performing work or has constructed facilities adjacent to or within an easement or right-of-way and such work, construction or facility poses a hazard or is in violation of Federal, State or local laws, ordinances, statutes, rules or regulations, or significantly interferes with the Company's access to equipment, the Company shall notify the customer or his agent and shall take whatever actions are

Approved for Filing  
in Open Meeting

JUL 21 1982

Deborah L. Allen

Issued: June 30, 1982

Effective:

By R. G. Nehring, President

2226 West Chandler Road, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Revision No. . . . . ORIG

Exchange . ALL . .  
Section No. 8 . .  
Sheet No. 7 . .  
Supercedes . . . .

## ESTABLISHMENT AND PROVISION OF SERVICE

necessary to eliminate the hazard, obstruction or violation at customer's expense. If customer or his agent refuses, the Company will have the option of terminating the service.

### H. PROVISION OF SERVICE

1. Maintenance, repair and moving of telephone company owned equipment and wiring
  - a. The telephone company undertakes to maintain in safe operating condition and repair the facilities which it furnishes to customers that are owned by and under exclusive control of the Company. The customer or joint user may not rearrange, disconnect, remove or attempt to repair any equipment installed by the telephone company except upon the written consent of the telephone company.
  - b. The customer shall be responsible for maintaining in safe operating condition all customer provided equipment and fixtures.
  - c. The customer or joint user shall exercise all reasonable care to prevent loss or damage to the Company's property, excluding ordinary wear and tear. The customer shall be responsible for loss of or damage to the Company's property on the customer's premises arising from neglect, theft, carelessness, or misuse and shall reimburse the Company for the costs, to include loss due to fire and natural disaster.
  - d. The customer shall be responsible for payment for any equipment damage and/or use resulting from unauthorized use, interfering or tampering of the Company's equipment on the customer's premises.
  - e. The customer shall notify the Company of any equipment failure identified in Company owned equipment.
  - f. Telephone company owned equipment installed on the premises of subscribers shall not be moved from one location to another except by a representative of the telephone company. For any changes in location of telephone equipment, or wiring, the

Approved for Filing  
in Open Hearing

JUL 1 1982

Director of Utilities

Issued: June 30, 1982

Effective:

By R. G. Nehring, President  
2236 West Shangri La Road, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Revision No. ORIG.

Exchange ALL. . .  
Section No. 8. . .  
Sheet No. 8. . .  
Supercedes . . .

## ESTABLISHMENT AND PROVISION OF SERVICE

customer shall be required to pay the established charges for making such change in location.

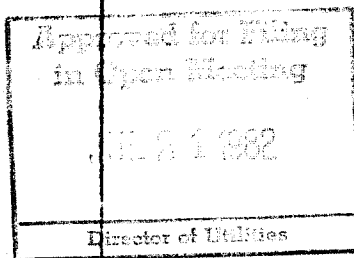
### 2. Continuity of service

- a. The telephone company does not guarantee uninterrupted working of its lines and equipment but shall make reasonable efforts to supply satisfactory and continuous level of service. The Company shall not be responsible for any damage or claim of damage attributable to any interruption or discontinuation of service resulting from but not limited to:

1. Any cause against which the Company could not have reasonably foreseen or made provision for, i.e., force majeure.
2. Intentional service interruptions to make repairs or perform routine maintenance of services constituting excusable negligence.

### 3. Service Interruptions

- a. The telephone company shall make every reasonable effort to re-establish service within the shortest possible time when service interruptions occur.
- b. The telephone company shall make every attempt to notify all affected customers at least 24 hours in advance when it is necessary to interrupt service for the purpose of testing, repair or maintenance of facilities. Such interruption of service will try to be scheduled at times to least minimize inconvenience to the customer.
- c. In the event of major disruptions due to conditions and forces beyond the control of the Company, the telephone company will make every effort to restore service as soon as possible. Company personnel in the event of such an emergency will try to mitigate the interruption for customers where and when possible. The Commission will be notified as soon as possible.
- d. In the event of national emergency or local



Issued: June 30, 1982

Effective:

By R. G. Nehring, President  
2226 West Chandler Road, Phoenix, Arizona 85029

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 8  
First Revised Sheet 9  
Cancels Original Sheet 9

ESTABLISHMENT AND PROVISION OF SERVICE

H. PROVISION OF SERVICE (Continued)

ORIGINAL

3. Service Interruptions

d. (Continued)

disaster resulting in disruption of service, the telephone company will give priority based on instructions or requests from duly authorized emergency agencies.

4. Change of Responsibility or Occupancy

- a. Not less than three (3) working days advance notice must be given in person, in writing, or by telephone to the Company to discontinue service, to change occupancy or to change account responsibility. (T)
- b. The customer in whose name service is being rendered shall be responsible for all Company services provided and/or consumed up to the scheduled date of service discontinuation.
- c. Existing business service may be continued for a new subscriber only if the former subscriber consents and an agreement acceptable to the Company is made to pay all outstanding charges against the service.
- d. Change of responsibility on a residence account shall occur only in those cases where both parties previously shared telephone service.

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: August 18, 2006

EFFECTIVE: September 18, 2006

BY: Paul E. Pederson, Vice-President

# ARIZONA TELEPHONE COMPANY

Exchange . ALL . .  
Section No. 9 . .  
Sheet No. 1 . .  
Supersedes . . . .

Revision No. ORIG.

## PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS

### I. BILLING

A. Local Service Charges are billed one month in advance.  
Charges for toll calls are billed one month in arrears.

1. Subscribers will be rendered a monthly bill  
with the following information:

a. Customer name, address, telephone  
number (same as account number),  
previous balance, local service,  
toll service, miscellaneous, appro-  
priate taxes, total amount due,  
billing date.

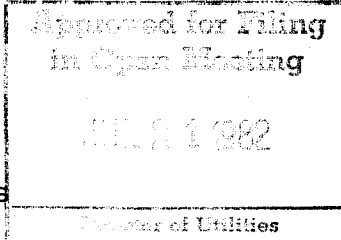
b. Miscellaneous Column reflects  
charges or credits for the  
following:

1. Installation, one time charges  
for various extra equipment,  
reconnect, advertising and  
extra listings.

c. Toll charges will reflect total toll  
due with copy detailing each call as  
follows:

1. Date, time, to place, to number,  
duration, rate class (with explan-  
ation of).

2. In addition to the billing and collection of regular  
tariffs, the telephone company will collect the  
prevailing amount of taxes imposed upon them by City,  
County, State or Federal governments.



### II. COLLECTIONS

A. Terms of Payment and Collection

1. The billing date shall be printed on the bill and  
the date rendered shall be the mailing date. The  
rendered date shall be the due date.

Issued: June 30, 1982

Effective:

By R. G. Nehring, President  
2226 West Shangri-La Road, Phoenix, Arizona 85029

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 9  
First Revised Sheet 2  
Cancels Original Sheet 2

PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS

II. COLLECTIONS (Continued)

ORIGINAL

A. Terms of Payment and Collection (Continued)

2. Bills for which payment has not been received fifteen (15) days after the date rendered shall be considered delinquent.
3. Payments may be made at the Company's offices or mailed to the TDS Telecom address shown on the bill. (T)  
(T)
- a. Payments made to the telephone company's local representative must be made by check or money order. Cash payments are accepted only in the Phoenix business office. (D)  
(D)
4. Failure to receive bills or notices which has been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.
5. Charges for service commence when the service is installed and connection made, whether used or not.
6. Insufficient Funds (NSF) Checks
- a. The Company shall be allowed to recover a one-time fee, as specified in Section 12 of this tariff, to cover bank fees and Company costs, for each instance where a customer tenders payment for telephone service with an insufficient funds check. (T)  
(T)
- b. When the Company is notified by the customer's bank that there are insufficient funds to cover the check tendered for telephone service, the Company may require the customer to make payment in cash, by money order, certified check, or other means which guarantee the customer's payment to the Company.
- c. A customer who tenders an insufficient check shall in no way be relieved of the obligation to render payment to the Company under the original terms of the bill nor defer the Company's provision for termination of service for nonpayment of bills.
7. The Telephone Company may at its option, prior to termination of a delinquent account, offer a deferred payment plan to a qualifying customer

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: August 18, 2006

EFFECTIVE: September 18, 2006

BY: Paul E. Pederson, Vice-President

# ARIZONA TELEPHONE COMPANY

Revision No. QRIG

Exchange . . ALL .  
Section No. . 9 .  
Sheet No. . . 3 .  
Supersedes . . . .

## PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS

who can meet the following criteria:

- a. The customer has not been delinquent in their payment for services and equipment for the prior twelve (12) months.
  - b. The amount due does not exceed the customer's ability to pay according to the customer's income.
  - c. The customer is able to sustain partial payments agreed to plus all current billings in full.
8. In the event that the telephone company and a customer agree to a deferred payment plan prior to termination of service the following conditions will exist:
- a. An authorized officer of the Company and the customer shall finalize the payment with a written agreement signed by both parties.
  - b. If a customer has not fulfilled the terms of a deferred payment agreement, the Company shall have the right to disconnect service pursuant to the Company's termination of service rules and, under such circumstances, it shall not be required to offer subsequent negotiation of a deferred payment agreement prior to disconnection.
  - c. A deferred payment agreement may include a finance charge as approved by the Commission in a tariff proceeding.

### 9. Late Payment Penalty

The Company may assess a late payment penalty upon delinquent bills, which amount shall be indicated on the customers bill when rendered.

## III. TERMINATION OF SERVICE

- A. The telephone company may at its option terminate service with notice to any customer where the following conditions exist:
1. Customer violation of any of the telephone company's tariffs filed with the Commission and/or violation of the Commission's Rules and Regulations.
  2. Failure of the customer to pay a bill for service and equipment.

Issued: June 30, 1982

Effective:

By R. G. Nehring, President  
2236 West Shangri-La Road, Phoenix, Arizona 85029



# ARIZONA TELEPHONE COMPANY

Exchange . . ALL .  
Section No. . . 9 .  
Sheet No. . . 5 .  
Revision No. ORIG. Supersedes . . . .

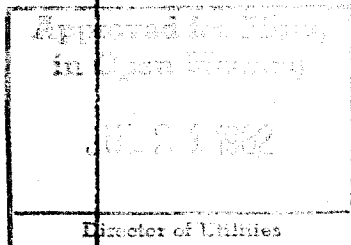
## PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS

B. The telephone company will have the option to terminate without notice if the following conditions exist:

1. Proof or evidence of fraud using the Company's facilities.
2. Proof or evidence of tampering with the Company's facilities.
3. Existence of obvious hazards to the safety and/or health of consumers, general public, Company personnel or facilities.
4. Service where customer has vacated premises without notification to business office, or where customer has agreed without permission of the telephone company to leave service connected for new occupants.
5. Failure to make redemption of an insufficient funds check in accordance with tariffs filed with the Commission under Billings and Collections in this section.
6. Failure of customer to comply with tariffs under High Toll Usage after having been given 48 hours advance notice.
7. Where intentional customer abuse of toll usage is evident.

C. High Toll Usage Monitoring and Notification

1. The telephone company may at its option establish a high toll usage monitoring/notification system to identify unexplained or excessive increases in customer toll usage during interim periods between the issuance of bills in accordance with the Company's established billing cycle. The intent of such a monitoring/notification system is to enable the telephone company to identify situations where it is unlikely that the customer will be able to pay for toll services already provided as well as to prevent the accrual of additional billings when the risk of loss is increasingly evident.



Issued: June 30, 1982

Effective:

By R. G. Nehring, President  
2236 West Shangri-La Road, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Revision No. ORIG.

Exchange ALL . . .  
Section No. 9 . . .  
Sheet No. 6 . . .  
Supersedes . . .

## PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS

2. Such a system would incorporate the following provisions:
  - a. Assess the normal amount of toll usage by customer class and length of service based on actual usage by customer class.
  - b. Increase in toll usage will be considered excessive and unexplainable when toll usage between a billing period exceeds two times the normal amount of monthly toll usage for customer or customer class.
  - c. In the event of the above, the Company shall review the following:
    1. The individual customer's billing history to determine if the volume of toll usage should be considered excessive for that particular customer.
    2. Prior payment history.
    3. Amount of customer deposit held, if any.
    4. Length of customer service to assess the ability of the customer to pay such toll charges according to the payment terms of the Company when a normal billing is rendered.
  - d. If the review of the customer's previous billing and payment history indicates it is unlikely that the customer shall be able to pay such bill, the Company will contact the customer to make inquiries concerning the abnormal usage. If the explanation is not satisfactory, the Company will require security and/or payment of charges on the account to continue service.
  - e. The Company will terminate service provided the customer is given 48 hours advance notice and the customer makes no further attempt to secure and or pay the account in order to continue service.
  - f. The 48-hour notification rule shall be waived and service will be terminated immediately in

Issued: June 30, 1982

Effective:

By R. G. Nehring, President

2226 West Shangri-La Road, Phoenix, Arizona 85029

Approved for Billing  
in Open 27-11-82

JUL 2 1 1982

Director of Billing

# ARIZONA TELEPHONE COMPANY

Exchange . ALL . .  
Section No. 9 . .  
Sheet No. 7 . .  
Revision No. ORIG . . . .  
Supersedes . . . .

## PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS

those situations where intentional customer abuse of toll usage is evident.

### D. Termination Notices

#### 1. Disconnect Notices will include the following:

- a. Name, telephone number, explanation or amount for non-pay, date of disconnect.
  - b. Statement on notice advising customer to call specific phone number regarding arrangements for payment.
2. Disconnect Notices will contain the date of notice and date of disconnect which will be at least 5 days from date of notice.
  3. Date of Notice will always be date presented at a United States Post Office addressed to customer's last known address.
  4. If the telephone company receives no response from customer the Company retains the option to disconnect without further notice.

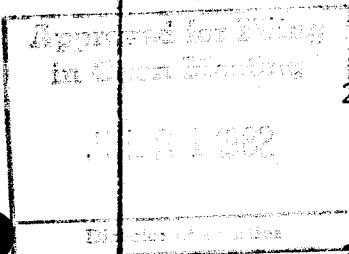
### E. Accounts and Records of Subscribers

The telephone company will maintain all subscriber records for at least one year after termination of service for both non-pay or customer request.

## IV. ADMINISTRATION AND HEARINGS

### A. Customer Service Complaints

1. The Company shall make a full and prompt investigation of all service complaints made by its customers, either directly or through the Commission.
2. The Company shall respond to the complainant and/or the Commission representative within five (5) working days as to the status of the Company investigation of the complaint.
3. The Company shall notify the complainant and/or the



Issued: June 30, 1982

Effective:

By R. G. Nehring, President  
2236 West Shangri La Road, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Exchange . ALL . .  
Section No. 9 . .  
Sheet No. 8 . .  
Revision No. ORIG . .  
Supercedes . . . .

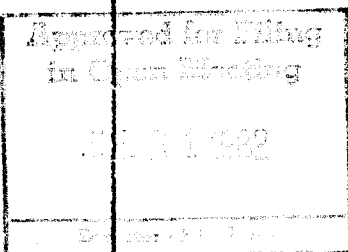
## PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS

Commission representative of the final disposition of each. Upon request of the complainant or the Commission representative, the Company shall report the findings of its investigation in writing.

4. The Company shall keep a record of all written service complaints received which shall contain, at a minimum, the following data:
  - a. Name and address of complainant.
  - b. Date and nature of the complaint.
  - c. Disposition of the complaint.
  - d. A copy of any correspondence between the Company, the customer, and/or the Commission.
5. This record shall be maintained for a minimum period of one (1) year and shall be available for inspection by the Commission.

### B. Customer Bill Disputes

1. Any Company customer who disputes a portion of a bill rendered for telephone service shall pay the undisputed portion of the bill and notify the Company's designated representative that such unpaid amount is in dispute prior to the delinquent date of the bill.
2. Upon receipt of the customer notice of dispute, the Company shall:
  - a. Notify the customer within five (5) working days of the receipt of a written dispute notice.
  - b. Initiate a prompt investigation as to the source of the dispute.
  - c. Withhold disconnection of service until the investigation is completed and the customer is informed of the results.
3. Once the customer has received the results of the



Issued: June 30, 1982

Effective:

By R. G. Nehring, President

2226 West Sherman Road Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Exchange . ALL . .  
Section No. 9 . .  
Sheet No. 10 . .  
Revision No. ORIG. Supersedes . . .

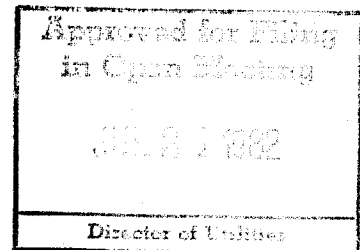
## PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS

is not binding on any of the parties and the parties will still have the right to make a formal complaint to the Commission.

3. The Company may implement normal termination procedures if the customer fails to pay all bills rendered during the resolution of the dispute by the Commission.

### D. Notice by Company of Responsible Officer or Agent

1. The Company shall file with the Commission a written statement containing the name, address (business, residence and post office) and telephone numbers (business and residence) of at least one officer, agent or employee responsible for the general management of its operations as a utility in Arizona.
2. The Company shall give notice, by filing a written statement with the Commission, of any change in the information required herein within five (5) days from the date of any such change.



Issued: June 30, 1982

Effective:

By R. G. Nehring, President  
2226 West Shattuck Road, Phoenix, Arizona 85029

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 10  
First Revised Sheet 1  
Cancels Original Sheet 1

RESERVED FOR FUTURE USE

(D)

(D)

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

APPROVED FOR FILING

DECISION #: *N/A*

EFFECTIVE: *5-1-98*

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

ORIGINAL

Section 11  
Second Revised Sheet 1  
Cancels First Revised Sheet 1

SUSPENSION OF SERVICE

A. General

This service allows a customer to retain their current phone number and associated services when they temporarily disconnect service. When the customer reconnects service they will receive the same phone number and associated services as when they previously held service.

(T)  
|  
(T)

B. Rates and Charges

1. The monthly rate will be based upon 50% of the regular rate for basic Residential local exchange service. Service can be temporarily suspended for a minimum of one (1) month and a maximum of ten (10) months.

(C)

(D)

(D)

(D)

C. Conditions

1. At least one month's full rate shall be paid for service prior to establishment of seasonal service.
2. The Company reserves the right to bill charges for the total number of suspended months requested prior to establishment of suspended service.
3. Suspension of service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made.

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: February 27, 2004

EFFECTIVE: March 29, 2004

BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 11  
Third Revised Sheet 2  
Cancels Second Revised Sheet 2

SUSPENSION OF SERVICE

ORIGINAL

C. CONDITIONS (Continued)

4. During the period when the customer is billed at the reduced rate, no installations, moves, changes or maintenance will be provided by the Company.
5. Only two suspension periods will be allowed and shall not exceed ten months in any one calendar year nor exceed ten continuous months at any time regardless of the year.
6. Bills are rendered at the reduced rate at regular billing dates during the period of suspension.
7. The customer's listing will be retained in the directory.
8. The Company assumes no liability for failure of a calling party to reach the customer during the period of suspension.
9. There shall be a minimum of one month's period at full rate, without suspension privileges, before a new suspension period may start.
10. The Company reserves the right to refuse suspension of service in the case of a customer whose account is delinquent.
11. The ten (10) month maximum does not apply to military personnel who are on active duty.

(N)  
(N)

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: March 7, 2005

EFFECTIVE: April 6, 2005

BY: Paul E. Pederson, Vice-President



GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 11  
First Revised Sheet 3  
Cancels Original Sheet 3

SEASONAL SERVICE AND VACATION RATE SERVICE

ORIGINAL (D)

ADMINISTRATIVELY  
APPROVED FOR FILING (D)

ISSUED: February 11 1999

EFFECTIVE: March 12 1999

BY: Lou E. Reilly, President

## GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 12  
First Revised Sheet 1  
Cancels Original Sheet 1

### SERVICE CONNECTION CHARGES

#### A. GENERAL

1. The term "Service Connection Charge" is used to define the charges associated with work performed by the Telephone Company in connection with the provision of service for a customer.
2. Service connection charges are in addition to scheduled rates and any other charges applying under the tariffs. They apply in addition to special installation charges, or construction charges as are set forth in other sections of this tariff.
3. Service connection charges are non-recurring and non-refundable.
4. The charges do not include work related to the installation or repair of customer owned equipment or inside wiring.

#### B. SERVICE DESCRIPTIONS

1. Service Order Charge - Initial:

This charge includes the time and materials for the establishment of business office records and operator information records. Specifically, time involved in taking request, credit check, preparation and process of order, completing customer line card, completing customer information card and file folder, completing maintenance sheet, computer entries, as well as all work involved in modifying an existing record.

2. Service Order Charge - Subsequent:

Subsequent service order applies to the work performed on already established billing records to add or change service requested by the customer. This rate element does not apply to vertical service additions or changes to services such as Custom Calling Services.

3. Central Office Connect:

Central Office Connect applies to work performed by the Telephone Company to connect lines on the main distribution frame. This charge will apply whenever work is required in Central Office. This would include changing plant records and updating the switch. As well as time for frame wiring, testing, and routing of C.O.E., preparation or changes of associated records.

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

APPROVED FOR FILING

DECISION #: N/A

EFFECTIVE: 5-1-98

(T)

(T)

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 12  
First Revised Sheet 2  
Cancels Original Sheet 2

SERVICE CONNECTION CHARGES

B. SERVICE DESCRIPTIONS (Continued)

4. Line Connection:

This charge is applicable when a customer's request requires work to be done on the circuit between the serving Central Office main distribution frame up to and including the Network Interface Device (NID) at the customer's premises. This charge applies for cable pair splicing at the Pedestal.

5. Reconnect for Non-Pay:

This charge is applicable when service has been disconnected for nonpayment and satisfactory arrangements were not made prior to the preparation of a disconnect, charges will be made applicable as to work needed to make the disconnect.

If service is disconnected for any reason and remains disconnected for six months or more, all applicable charges necessary to restore service will be made as if this was a request for new service.

6. NSF Return Charge:

This charge applies when any negotiable instrument presented for payment of service or deposit becomes dishonored, and is returned to the Telephone Company from the bank.

C. RATES

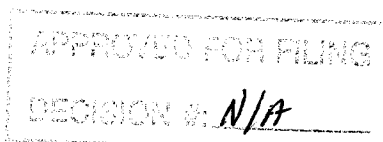
	Rates	
1. Service Order Charge	\$20.00	(I)
2. Subsequent Service Order	5.00	(N)
3. Central Office Connect	10.00	(N)
4. Line Connect	15.00	(N)
5. Reconnect for Non-Pay	15.00	(I)
6. NSF Return Charge	15.00	(I)

D. CONDITIONS

1. When business or residence service is established for a different customer and all of the facilities are reconnected in place without any change, only the applicable service connection charge(s) will apply to the entire service.

ISSUED: April 2, 1998

BY: Lou E. Reilly, President



EFFECTIVE: 5-1-98

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 12  
First Revised Sheet 3  
Cancels Original Sheet 3

SERVICE CONNECTION CHARGES

D. CONDITIONS (Continued)

2. Service Connection Charges apply to residence or business premises for:

- a. Establishing Service;
- b. Reconnections or re-establishment of service;
- c. Move of service from one premise to another;
- d. Assumption of service with a change in responsibility or ownership;
- e. Number change or grade of service change request by the customer.

3. Service Connection Charges DO NOT Apply:

- a. When a change is made and initiated by the Company, for the convenience of the Company, such as a change in grade of service, change in customer's telephone number, etc.
- b. When telephone service is re-established at a secondary location immediately following the rendering of a customer's primary location as unfit for occupancy, due to fire, flood, etc. At the option of the Company, a different telephone number may be used.
- c. Establish or changing Custom Calling Services.

(T)

(T)

(N)

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

APPROVED FOR FILING

DECISION #: N/A

EFFECTIVE: 5-1-98

ARIZONA  
TELEPHONE  
COMPANY

Revision No. 1

Exchange  
Section No.  
Sheet No.  
Supercedes

ALL  
13  
1  
ORIGINAL

RESERVED FOR FUTURE USE

ORIGINAL

ISSUED : MAY 24 1989

EFFECTIVE : August 24, 1989

BY: R. G. NEHRING  
PRESIDENT

APPROVED FOR FILING

DECISION #: 56531

## MOVES AND CHANGES

## D. CHARGES FOR MOVES AND CHANGES DO NOT APPLY TO:

1. Moves or changes required for the proper maintenance of the equipment or service, nor for changes from manual or toll station service to dial operation, nor for other upgrading of service.
2. Changes in style or type of station equipment made at the time of a move of a station, i.e., only the charge for the move is made.
3. Changes in type of an operator's set.
4. Moves or changes of public telephones or public toll stations.

## E. MOVE AND CHANGE CHARGES

1. Charges for changes in telephone equipment or wiring made at the initiative of the subscriber, except as otherwise provided in this section, are made in accordance with the following schedules:

	<u>Business</u>	<u>Residence</u>
a. Changes in style or type of telephone stations	\$ 6.50	\$ 5.00
b. Key System Stations	10.00	-
c. Changes in other equipment & wiring	Cost	Cost
d. Change in color of telephone	5.00	5.00

## 2. Miscellaneous Equipment:

a. Extension bell - inside - small	\$ 2.00	2.00
b. Extension bell - inside - large	2.00	2.00
c. Extension bell - outside - large	3.00	3.00
d. Bell or howler and relay (110 AC)	5.00	5.00
e. Buzzer	2.00	2.00
f. Key switch (2 or 3 way)	2.00	2.00
g. Bell chime	2.00	2.00

## 3. Jacks and associated wiring, indoor:

a. Up to four conductor equipment, flush or non-flush, each:	7.50	7.50
b. Eight conductor equipment, each	15.00	-
c. More than eight conductor equipment, each	Based on Cost	-

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

## MOVES AND CHANGES

	<u>Business</u>	<u>Residence</u>
4. Jack and associated wiring, outdoor:		
a. Up to four conductor equipment, each: Including weatherproof housing	\$ 10.00	\$ 10.00
b. Mounting box installed by customer (Jack includes weatherproof cover)	5.00	5.00
c. Three conductor for movable premises	10.00	10.00
5. Jacks, indoor, flush type for pre-wired residence (Outlet box installed by Utility at customer's expense)		
One or more installed at same time:		
Initial, each		5.00
Additional, each		1.00

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

## RESTORATION OF SERVICE

A. If the service furnished a subscriber is temporarily suspended for nonpayment of charges due or for any other violation of the regulations of the Telephone Company, as described under "Rules and Regulations Applying to Telephone Service," but the equipment is not removed from the subscriber's premises, such service is restored only upon payment of a restoration of a service charge. Such charges are in addition to any charges due for current service and facilities furnished up to the date of suspension of service.

B. Where an employee is dispatched to remove service because of non-payment, and the subscriber pays the employee the amount due, a charge equivalent to the restoral of service charge will apply.

C. In cases where the equipment has been removed from a subscriber's premises because of discontinuance of service for nonpayment of charges due or for any other violation of the regulations of the Telephone Company as described under "General Rules and Regulations Applying to Telephone Service," service is re-established only upon payment of the charges that would apply for a complete new installation for a new subscriber.

## D. CHARGES

1. For business station restoral	\$6.50
2. For residence station restoral	5.00

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona



CONSTRUCTION CHARGES

(T)

I. General

(C)

- A. Construction charges are non-recurring charges that are assessed when there is a request for telecommunications service and telecommunication facilities have not been installed yet.
- B. Reasonable rates and charges for the provision of basic local exchange service involve consideration of the costs and degree of risk associated with the provision of the services. Some situations may involve substantial extra cost or risk to the Company, such as, but not limited to: 1) the facilities may be temporary; 2) facilities are ordered in advance of actual Applicant demand for service; 3) unusual costs are involved in furnishing the service; 4) the cost of providing service may involve considerable investment to extend facilities beyond existing facilities.
- C. Payment of Construction Charges is in addition to regular rates and charges applicable for telephone services provided.

II. Definitions

- A. Advance in Aid of Construction: Funds provided to the utility by the applicant under the terms of a construction agreement, which may be refundable.
- B. Applicant: A person or agency requesting the utility to supply telephone service.
- C. Application: A request to the utility for telephone service, as distinguished from an inquiry as to the availability or charges for such service.
- D. Contribution in Aid of Construction: Funds provided to the utility by the applicant under the terms of a construction agreement or construction tariff which are not refundable.
- E. Company: Arizona Telephone Company
- F. Cost: Costs associated with the construction of new facilities include, but are not limited to, labor, materials, equipment, engineering, government fees and charges, right-of-ways, road crossings, road boring, trenching, etc.

(C)

CONSTRUCTION CHARGES

II. Definitions: (continued)

- G. Developer: An Applicant who is responsible for requesting placement and subsequent payment of telecommunications services in a new area for permanent residential and/or business telecommunications services prior to, or in conjunction with, a request for telephone service by a subscriber located in that new area.
- H. Group Application/Group Project  
A group application is for the provision to telephone service to several premises that are located in close proximity (generally less than one-half mile separation) of each other that all wish to establish telephone service at the same time. A group project generally has fewer than five (5) premises, each owned by different individuals.
- I. Line Extension: The lines and equipment necessary to provide service to additional subscribers.
- J. New Construction  
The placement of those additional facilities required to extend telephone service to a Applicant from the nearest existing working facility within the wire center to the premises of this previously un-served telephone Applicant.
- K. Permanent Service  
Service provided at a premises for twelve (12) or more consecutive months. Service will not be considered permanent when provided to a temporary structure (e.g., structures that do not have a permanent foundation and permanent connections to basic utilities such as water, gas and electricity) at a premises.
- L. Residential Subdivision Development: Any tract of land which has been divided into four or more contiguous lots with an average size of one acre or less for use for the construction of residential buildings or permanent mobile homes for either single or multiple occupancy.
- M. Temporary service: Service to premises or enterprises which are temporary in character, or where it is known in advance that the service will be of limited duration. Service which, in the opinion of the utility, is for operations of a speculative character is also considered temporary service.

CONSTRUCTION CHARGES

III Extension of Telephone Facilities

A. General

1. The provisions of this section apply only to those applicants who in the Company's judgment will be permanent subscribers of the Company. Provisions for Temporary Service and Seasonal Service are listed in Section VI.B of this tariff.
2. Construction costs are based on actual route construction conditions for providing service and will generally enable the Company to extend service to new Applicants at a reasonable cost without adding an undue burden to the general body of subscribers. Construction costs, in excess of any allowances provided in Section G. following, will be billed to Applicants as a Construction Charge.
3. The locations for construction of line or facility extensions are determined by the Company and the distances (including drop wire) are measured along the Company selected route.
4. Applicants requesting service at premises that have been previously served by telephone facilities, that were left in place and continue to be functional, will not be assessed a Construction Charge to establish service unless Special Construction Charges apply pursuant to Section VI.A of this Tariff.
5. Construction Charges will be associated with the premises for which they were established rather than the Applicant. Credit for Construction Charges may not be transferred from one premises to another.
6. Where new construction is required, the Company will consult with other utilities to minimize construction costs (e.g., sharing trenches, poles, etc.).
7. The Company will use standard Company specifications, engineer, design, secure all materials, and provide the labor to extend telecommunications facilities from existing Company facilities to the Applicant's premises or new area being developed, and will place telecommunications facilities within the development unless other arrangements have been agreed upon per this tariff.
8. The method of construction and the type of materials required to provide the quantity and grade of telephone service requested by the Applicant will be determined by the Company. The Applicant may be required to pay the added costs involved when a different type of construction or quantity of facilities, other than what the Company proposed, is desired.

ORIGINAL

CONSTRUCTION CHARGES

III Extension of Telephone Facilities (Continued)

A. General

9. Reinforcement of existing physical plant will be provided at the Company's expense unless facilities are provided by the Applicant pursuant to Section V. of this Tariff.
10. The Company shall construct or cause to be constructed and shall own, operate and maintain all underground communication feeder, distribution and service lines along public streets, roads and highways and on public lands and private property which the utility has the legal right to occupy.

B. Specific to Single Applicants

1. When construction is required to serve a new single Applicant, the Company will try to survey other prospective subscribers who might be served from the new construction or an extension thereof and who might benefit by being included in the project. A Construction Allowance is applicable only for those prospective Applicants making a written application for service.
2. Single Applicants may be grouped into one project when there is not more than one-half mile of construction between Applicants. Separate projects are established whenever the construction between any two Applicants exceeds one-half mile. Two or more projects may be combined whenever this results in lower charges (or no increase in construction charges) for all Applicants involved.
3. The Company will provide the Applicant at any premises with a single Construction Allowance regardless of the number of services ordered at the premises.
4. Single Applicants ordering service at more than one premises are treated as separate Applicants at each premises for purposes of this Tariff.
5. If an Applicant disconnects service, no refund or adjustment is made to the Construction Charge applicable to the Applicant's premises regardless of any future reconnection of basic telephone service by the Applicant or upon connection of telephone service to a new applicant at this premises. Upon disconnect, any outstanding construction charge amounts become due and payable immediately.

ORIGINAL

ARIZONA TELEPHONE COMPANY  
Arizona

Section 15  
Second Revised Sheet No. 5  
Cancels First Revised Sheet No. 5

CONSTRUCTION CHARGES

III Extension of Telephone Facilities (Continued)

C. Specific to Group Applicants

1. Group Applicants ordering service at more than one premises are treated as separate Applicants at each premises for purposes of this Tariff.
2. Where the Group Applicants are reasonably close to each other or where the variance in cost between Applicants in the group is expected to be small (such as, applicant premises are within one-half mile of each other or the difference in cost between Applicants is less than 10%), an overall cumulative Construction Allowance is computed by taking the Construction Allowance listed in Section G., following, times the number of Applicants. The cumulative allowance is subtracted from the overall project cost. The total remaining cost in excess of the cumulative allowance is divided equally among all Applicants in the group and assessed a Construction Charge to each Applicant.

Exception: No Applicant is required to pay a greater charge than would have resulted if a construction project were established for the Applicant alone.

3. Where the Group Applicants are not reasonably close to each other or where there may be a significant variance in cost between various Applicants in the group, the Company shall compute the cost for each individual Applicant except that shared facility costs will be apportioned to the Applicants utilizing the shared facility. (For example, four Applicants will share the use of a section of buried cable. Each of the four Applicants will be apportioned 1/4 of the cost of this section of buried cable). Dedicated facility (e.g., unshared) costs, including the individual Applicant drop, will be assigned to each of the individual Applicants). Individual Applicant Construction Charges are developed for each Applicant in the group, which will include the sum of the dedicated facilities, and the shared facility costs, less the Construction Allowance listed in Section G. following.

Exception: No Applicant is required to pay a greater charge than would have resulted if a construction project were established for that Applicant alone.

4. Construction charges will not be refunded to any Applicant(s) that disconnect service. Charges to remaining Applicants will not be affected by disconnects.

Issue Date: April 12, 2013

By: Joel Dohmeier, Vice-President

Effective Date: May 12, 2013

ADMINISTRATIVELY  
APPROVED FOR FILING

CONSTRUCTION CHARGES

III Extension of Telephone Facilities (Continued)

D. Specific to Subsequent Applicants

1. When a new Applicant can be served from a completed project, within three years from the date service was initially established for such project, the charges for the entire project are recomputed to include the new Applicant as long as the recomputed charges do not increase the charges to those Applicants served from the existing project. Otherwise, a new project will be established.
2. When a new Applicant requests service that can be provided by an extension of facilities from a previously completed construction project pursuant to Section B. preceding of this Tariff, and the new Applicant has requested service within three years from the date service was initially established for such project, the construction cost of the entire project, including the cost of serving the new Applicant is computed. The revised construction costs shall include an additional Construction Allowance listed in Section G. following, for the new Applicant. If the original Construction Charge payment collected from the initial Applicant was greater than the recomputed amount based on the inclusion of the additional Applicant to the project, the initial Applicant shall be refunded the difference between the original Construction Charge and the revised Construction Charge.
3. When a new Applicant requests service that can be provided by an extension of facilities from a previously completed group project pursuant to Section C. preceding of this Tariff, and the new Applicant has requested service within three years from the date service was initially established for such group project, the Company will compute the costs of the group project as described in Section C. preceding of this Tariff, including the costs of facility extensions for the new Applicant and a Construction Allowance listed in Section G. following, for the new Applicant. If the recomputed construction costs results in lesser charges to the original group project Applicants, the original Applicants shall be refunded the difference between the revised costs and the original Construction Charges. The new Applicant shall be assessed their prorated share of the group project costs.
4. Computation of construction charges, for the addition of a new Applicant or Applicants to a completed project, is made with the assumption that there have been no disconnects of service by the original Applicants to the project.
5. When one or more Applicants served by a construction project disconnect within the three-year term, no refund is made of the recomputed Construction Charge to the disconnected Applicants. Charges to remaining Applicants are not affected by disconnects.

CONSTRUCTION CHARGES

III Extension of Telephone Facilities (Continued)

D. Specific to Subsequent Applicants (Continued)

6. When a Applicant disconnects service or moves from a premises where service was established by a construction project and service is subsequently established for a new Applicant at this same premises, any future adjustments in Construction Charges resulting in a refund is a matter for negotiation between the original Applicant and the new Applicant at this premises.

E. Specific to Land Developments

1. A Land Development Agreement (LDA) is required when an Applicant requests telephone facilities to be installed within an undeveloped area for the purpose of providing telecommunication services to multiple homes or buildings, which may be occupied upon the completion of the newly installed telecommunications facilities or within a 5 year period. The LDA will include, but is not limited to:
  - a. Description of the subdivision or development;
  - b. Disposition of Covenant requirements that affect utility placement and maintenance. If further subdivision of the area is to be allowed, methods and responsibilities for providing additional service shall be listed;
  - c. Utility easements on all sides of every parcel shall be platted and recorded.
  - d. An addressed, recorded plat in electronic, digitized or written format shall be provided to the Company;
  - e. Rights responsibilities and liabilities associated with trench and backfill work upon initial construction and subsequent maintenance; and,
  - f. Provisions for notification between the Company and Developer/Builder (such as, notification 90 days prior to the backbone trench date, 21 days' notice of the completion date of a premises).
2. Distribution facilities covered by a LDA cannot be used for subsequent developments until they are covered by a new LDA.
3. Extension of communication lines necessary to furnish permanent communication service to new residential buildings or mobile homes within a new or undeveloped subdivision and to residential development in which facilities for communication service have not been constructed for which applications are made by a developer shall be installed underground in accordance with the provisions set forth in this regulation and in accordance with applicable tariffs on file with this Commission except where it is not feasible from an engineering, operational or economic standpoint

CONSTRUCTION CHARGES

III Extension of Telephone Facilities (Continued)

E. Specific to Land Developments (continued)

4. Extension of communication lines necessary to furnish permanent communication service to new residential buildings or mobile homes within a new or undeveloped subdivision and to residential development in which facilities for communication service have not been constructed for which applications are made by a developer shall be installed underground in accordance with the provisions set forth in this regulation and in accordance with applicable tariffs on file with this Commission except where it is not feasible from an engineering, operational or economic standpoint
5. Rights-of-way and easements suitable to the utility must be furnished by the developer at no cost to the Company and in reasonable time to meet service requirements. No underground communication facilities shall be installed by a Company until the final grades have been established and furnished to the Company. In addition, the easement strips, alleys and streets must be graded to within six inches of final grade by the developer before the Company will commence construction. Such clearance and grading must be maintained by the developer during construction by the Company.
6. If, subsequent to construction, the clearance or grade is changed in such a way as to require relocation of the underground facilities, the cost of such relocation shall be borne by the developer or subsequent owners.
7. The developer shall provide the trenching backfill (including any imported backfill required), compaction, repaving, and any earthwork required to install the underground communication system all in accordance with the reasonable specifications and schedules of other utilities in the same area when feasible. At its option, if the Company's cost is equal to or less than that which the developer would otherwise have to bear, the Company may elect at the developer's expense to perform the activities necessary to fulfill the developer's responsibility hereunder.
8. The Company shall promptly inspect the trenching provided by the developer and allow for phased inspection of trenching. In all cases, the Company shall make every effort to expedite the inspection of developer provided trenching.
9. When developer is required to provide a trench for other underground utilities and services, the Company shall use such common trench as long as the utility's design layout, easement specification, routing and scheduling requirements can be met, unless otherwise agreed upon by Company and developer in writing or as otherwise established by the Commission.



CONSTRUCTION CHARGES

III Extension of Telephone Facilities (Continued)

E. Specific to Land Developments (Continued)

4. Regardless of who provides the facilities, the Developer holding title to the property will grant and convey to the Company all necessary non-exclusive easements (form to be provided by the Company). The easements will provide for the Company to construct, reconstruct, augment, operate, maintain and remove such telecommunications facilities, and appurtenances, from time to time, as the Company may require upon, over, under and across the property.

The width and length of the easement will be determined at the time of the request for facilities. In general, all easements will be a standard width of eight feet along the front and rear lot lines and five feet wide along all side lot lines, unless otherwise agreed upon. The Developer will pay the additional costs associated with acquiring easements.

F. Specific to Cluster and Mobile Homes.

1. A Cluster/Mobile Home Developer will be required to sign a LDA pursuant to Section E. preceding of this Tariff.
2. The provision of buried or underground telecommunications facilities to serve cluster or mobile home complexes (single or multi-dwelling units which share in the ownership or use of common property) shall be dependent on a legally sufficient easement being made available to the Company to accommodate the placing and maintaining of the common communications serving facilities (i.e., feeder and distribution cable, plus terminal pedestal or like device and access point cabinets). The surface of the easement area must be brought to final grade prior to the installation of buried or underground telecommunications facilities.
3. For the protection of Company property, the mobile home developer is required to provide a trailer stake (a T shaped stake) at the back side, between every two mobile home parking lots for the purpose of attaching the network interface device (NID) or protector, on the outside of the mobile home unless the Company approves some other arrangement. In no case will the Company provide service when the protector/NID is attached to the mobile home.

CONSTRUCTION CHARGES

III Extension of Telephone Facilities (Continued)

F. Specifics to Cluster and Mobile Homes (continued)

4. The Company will not provide a Construction Allowance pursuant to Section G., following, to owners of mobile homes unless such mobile homes are located on a permanent pad or foundation. When the mobile home is not mounted on a permanent pad or foundation, such service is considered temporary.

G. Construction Allowance

1. Each Applicant with an active service order request would be provided with a one-time construction allowance up to 750 feet or construction allowance not to exceed \$2,300.00.
2. Construction over 750 feet or any additional cost that would be encountered due to right-of-way charges, permit fees, road crossing bores, any nonstandard circumstances predetermined by the Company that would exceed construction cost in excess of \$2,300.00 would be charged to the applicant requesting service.

IV Application, Aid to Construction, Payments, and Refunds

- A. Upon request by an applicant for service, the Company will provide, without charge, a preliminary sketch and rough estimate of the construction costs to be paid by the applicant.
- B. Any applicant for service requesting the Company to prepare detailed plans, specifications, or cost estimates may be required to provide a deposit to the Company for an amount equal to the estimated cost of preparation. Within 90 days of receiving the deposit, the plans, specifications, or cost estimates of the proposed construction. The estimate will be valid for 90 days after presentation to the applicant(s) unless the Company extends the date. If the applicant authorizes the Company to proceed with the construction of new facilities, the deposit will be credited to the cost; otherwise the deposit shall be nonrefundable. If the new facilities include oversizing, it shall be done at the Company's expense.

ORIGINAL

CONSTRUCTION CHARGES

(T)

IV Application, Aid to Construction, Payments, and Refunds (continued)

(C)

- C. Each construction agreement shall be signed by each party and , at a minimum, include the following information:
1. Name and address of applicant or applicants;
  2. Proposed service address or location;
  3. Description of requested service;
  4. Description and sketch of the requested construction
  5. A cost estimate to include materials, labor, and other costs as necessary;
  6. Payment terms;
  7. A concise explanation of any refunding provisions, if applicable;
  8. Utility's estimated start date and completion date for construction;
  9. A summary of the results of the economic feasibility analysis performed by the utility to determine the amount of advance required from the applicant for the proposed construction.
- D. Each applicant shall be provided with a copy of the signed construction agreement.
- E. The Applicant(s) is responsible for paying the full amount of the Applicant's share of the estimated construction charges that are in excess of the Construction Allowance set forth in Section G preceding prior to the Company commencing construction unless other payment arrangement are made.
- F. With the approval of the Company and at the option of the Company, arrangements may be made for the payment of the Construction Charge (either for a single Applicant or a group of Applicants) in monthly installments over a reasonable period, generally, not to exceed one year. Failure of an Applicant(s) to make monthly installments of Construction Charge may result in suspension or termination of telephone service. All unpaid installments become due upon termination of service.

(C)

CONSTRUCTION CHARGES

IV Application, Aid to Construction, Payments, and Refunds (continued)

- G. Receipt of the Applicant(s) payment(s) by the Company for the Applicant's required construction charges will be considered an application for service and the date to move forward with the construction of the new facilities.
- H. If the Applicant's share of the actual cost to provide new service exceeds the Applicant's estimated costs to provide new service, the Applicant shall be responsible for additional Construction Charge in an amount not to exceed 10% of the Applicant's estimated Construction Charge. If the Applicant's share of the actual Construction Charge is less than the estimated Construction Charge, the Company will refund, or credit, at the Applicant's option, the excess amount to the Applicant within 120 days of service.
- I. Once the Company has accepted the facilities provided by the Developer or completed the construction of Company provided facilities within a land development area, the Company will reimburse the Developer the lesser of the average cost per single party loop per premises for the land development project or the Construction Allowance per Section G. preceding, for each subscriber that establishes permanent service at a premises during a period of five (5) years from the date of the agreement. Only one reimbursement per premises will be made by the Company to the Developer for a premises regardless of the number of facilities ordered by the subscriber or by subsequent subscribers occupying the premises. In the event the development contains lots or premises after five (5) years from the agreement date for which facilities were provisioned and for which no service was ordered by a subscriber, no reimbursement will be made by the Company to the Developer.
- J. Any refunds of Aid to Construction will be non-interest bearing. In no case will any refund exceed the original amount of Aid to Construction.
- K. The Applicant may request an annual survey to determine if additional subscribers have been connected to and are using service from the project.

V Applicant Provided Facilities and Construction

- A. With the approval of the Company, an Applicant(s) may be allowed to provide some or all of the construction and/or materials in lieu of a paying some or all of the Construction Charge.
- B. The Company and the Applicant will enter into a written agreement for the provision of the requested facilities. The agreement will delineate the Company's responsibilities, the Applicant(s) responsibilities, the associated construction costs, allowances and Construction Charges. For Developers, this information can be included in the Land Development Agreement.

CONSTRUCTION CHARGES

V Applicant Provided Facilities and Construction (continued)

C. In order to protect the Company's network and other end users, the Company will not connect to Applicant(s) or Developer's installed facilities unless the Applicant(s) or Developer has complied with the following:

1. Applicant must inform the Company at least seven working days prior to the construction of facilities by the Applicant so that the Company can schedule its representative to inspect the plans, material and construction;
2. The Applicant shall construct its facilities only during normal Company business hours unless another arrangement has been agreed to by the Applicant and the Company;
3. The materials and methods used for the construction shall be of the same quality and quantity utilized by the Company unless the Company has provided written authorization to the Applicant, approving other materials and/or construction;
4. Inspections performed by the Company's Engineering Services and Inspection Services will be paid for by the Applicant prior to the connection of Applicant's facilities to those provided by the Company. Company inspection personnel must be on site when cable is being plowed or if cable is placed in a trench, the trench must be left open until Company inspectors have inspected and approved the installation.

D. Single or Group Applicants may furnish material, labor, and structures (e.g., trench and backfill, conduit, poles) as partial or full payment of Construction Charges in lieu of cash. The applicant(s) must meet the following specific criteria for any work done in public rights-of-way prior to receiving Company approval:

1. Signed liability agreement holding the Company harmless for any action taken as a result of said construction activities;
2. Company specified insurance requirements;
3. Bonded to cover workmanship and damage;
4. Public and Personal Safety Standards; and,
5. Approval of appropriate governing bodies.

ORIGINAL

CONSTRUCTION CHARGES

V Applicant Provided Facilities and Construction (continued)

E. The Developer may engineer, design, furnish and install facilities as partial or full payment of Construction Charges in lieu of providing cash. The Developer must meet the following specific criteria:

1. Use standard Company specifications in engineering and designing the placement of facilities;
2. Secure all material;
3. Provide labor to place the facilities within the development and extend facilities from the closest existing telecommunications facilities of the Company to the development;
4. Submit job prints, material list, and reimbursable cost amount to the Company for approval prior to the construction of the facilities. The Developer's plans must include trench and backfill plans and specifications, trench and backfill schedules, and coordination of inspection schedules. All permits, rights-of-way and easements shall have been secured and recorded as necessary;
5. The Developer shall allow the Company to inspect the placement of the facilities and perform conformance testing;
6. Once work is complete and the Company has inspected and conformance tested the facilities, the Developer will transfer ownership of all telephone facilities placed, along with their attendant easements, to the Company. Prior to the transfer, all costs for the facilities and work shall have been paid in full. The transfer will be free and clear of any and all liens and encumbrances and shall be accompanied by an indemnification holding the Company harmless from all claims arising from the purchase and placement of the telephone facilities.
7. All review and inspection work provided by the Company will be charged to the Developer at the Company's rates for such work.

CONSTRUCTION CHARGES

VI Other Construction or Conditions

A. Special Types of Construction or Unusual Conditions

1. Where a special type of construction is desired by an Applicant or a specific route for extensions is requested to meet an Applicant's special requirements and where the construction or route so requested differs from the normal standards of the Company and is not legally required by ordinance, covenant, tract restriction or otherwise, the Applicant or Applicants served by such facilities or the tract Developer for land developments, shall be required to pay these additional costs in their entirety and in addition to any line extension charges required under this tariff.
2. Where existing aerial facilities are requested to be relocated underground in an area where the Company would not, except for such request, relocate its facilities underground, the Company may charge the cost of such relocation to the persons requesting relocation of such facilities.
3. Special Constructions Charges will be applicable where, at the request of the Applicant, the Company constructs a greater quantity of facilities than the Company would otherwise construct or normally utilize.
4. Where construction of facilities is required to meet unusual conditions such as to provide service in hazardous and/or inaccessible locations, Construction Charges will be assessed.

B. Temporary Construction or Seasonal Service

1. Where construction is necessary to provide temporary service, such as to an Applicant's temporary premises within an exchange, the Applicant will be required to pay a Construction Charge equal to the estimated cost of installing and removing the temporary facilities, less estimated salvage at the time of removal. In the event the facilities are reusable for providing permanent service without rearrangement or modification, at the time the temporary service is disconnected, a portion of the Construction Charge assessed may be refunded, depending upon the circumstances in each case. Removal of facilities will be at the option of the Company, if installation of the temporary facilities was made to permanent standards and permanent easements were granted.
2. In no event shall service be classified as temporary or seasonal where full service has been provided continuously for twelve (12) or more consecutive months at a premises.
3. Where construction is required to provide service on a seasonal basis, or meet other unusual demands, additional construction charges may be assessed on a case-by-case basis.

## BRIDGED SERVICE

## A. GENERAL

1. Where a subscriber wishes to contract for two main stations at two separate locations in the same exchange area, but also wishes to be able to answer calls for one station or either station at the other location, the arrangements described below are provided subject to the availability of the facilities necessary to furnish satisfactory service.
2. Combined main station service may be employed where one station is at a business location and the other is at a residence or where both stations are at either business or residence locations. However, such an arrangement is permitted only on the premises of the same subscriber or where the subscriber at the residence location is associated in business with or is an employee of the subscriber at the business location.
3. In any arrangement for combined main station service, each station is assigned its own telephone number.

## B. EQUIPMENT ARRANGEMENTS

1. One type of combined main station service is available as follows:  
The bells at both stations will ring when either station is called.

## C. RATES

1. The rate for individual line business service applies for the business station and the rate for individual line residence applies for the residence station where 2 cable pairs are used. Where the same cable pair is used the 2 party line business rate and 2 party line residence rate applies.

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona



# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 17  
First Revised Sheet 1  
Cancels Original Sheet 1

## FIRE REPORTING SYSTEM

### A. GENERAL

1. Group alerting and dispatching telephone service is available to volunteer fire departments, military bases, airports, industrial plants, and other organizations who have a requirement for making simultaneous emergency calls to a fixed group or groups of exchange telephones.
2. The service is furnished only in dial central office areas. The equipment is designed for calling individual line services.
3. A maximum of 20 individual lines per group with any one central office area may be connected for the group alerting service.
4. The subscriber releases, indemnifies and holds harmless the telephone company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made instituted or asserted by the subscriber or by any other party of person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the subscriber or others, caused or claimed to have been caused directly or indirectly by the installation, operation failure to operate, maintenance, removal, presence, conditions, location or use of equipment or facilities associated with this service.

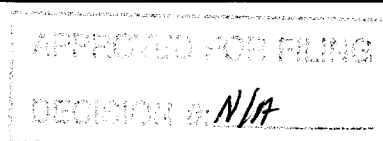
### B. RATES AND CHARGES

	Monthly Rate	Installation Charge	5 yr. Basic Termination Charge*	
1. Group calling common control equipment 20 exchange line maximum, ea.	\$10.50	\$20.00	\$800.00	(I)
2. Line equipment for terminating exchange lines, ea.	\$6.13			(I)
3. Calling telephone set, ea.	Regular rates and charges for private line telephone set			

\*The basic termination charge reduces 1/60 for each month the monthly rate is collected.

ISSUED: April 2, 1998

BY: Lou E. Reilly, President



EFFECTIVE: 5-1-98

## FIRE REPORTING SYSTEM

## 4. Line connections and rearrangements

Installation  
Charge

Connections or any rearrangements of  
exchange lines subsequent to installa-  
tion of exchange line terminating  
equipment

First line	\$10.00
Additional lines connected or rearranged at the same time, ea.	1.00

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 18  
Second Revised Sheet 1  
Cancels First Revised Sheet 1

INTRA COMPANY PRIVATE LINE SERVICES

- A. The rates, rules, and regulations, in Section 7, of the Arizona Telephone Company's Intrastate Access tariff shall also apply for Private Line Services.

Arizona Telephone Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of Arizona Telephone Company, subject to the jurisdiction of the Arizona Corporation Commission as it applies.

(N)

(N)

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

APPROVED FOR FILING

DECISION #: N/A

EFFECTIVE: 5-1-98

## FARM AND RANCH INTERPHONE

## C. RATES (Cont'd)

	<u>Install. Charge</u>	<u>Move or Change Charge</u>	<u>Per Month</u>
Common Equipment and Telephone operating features (Includes 1 outdoor loud- speaker/microphone and the following interphone features for 2 telephones: push-to- talk, two line pickup, hold and associated indoor type loudspeaker/microphone)	\$ 25.00 *	\$ 12.50*	\$ 11.50
Interphone features for each ad- ditional telephone: push-to- talk, two line pickup, hold and associated indoor type loudspeaker/microphone	*	*	1.50
Additional indoor type loud- speaker/microphone	5.00**	5.00**	1.25
Additional outdoor type loud- speaker/microphone	5.00**	5.00**	2.00

The above rates include installations involving one central office line where each loudspeaker/microphone and extension telephone is located within 300 feet airline distance from the common equipment (normally the main station location). For telephone and/or loudspeaker/microphones located beyond this distance the following line mileage charges apply for each additional 300 feet (airline distance) or fraction thereof:

	<u>Per Month</u>
Equipped extension telephones	\$2.00
Loudspeaker/microphone, outdoor type, ea.	.50

\*Regular service connection, move or change apply to each telephone connected to the system.

\*\*Does not apply when installed with basic service.

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 19  
First Revised Sheet 1  
Cancels Original Sheet 1

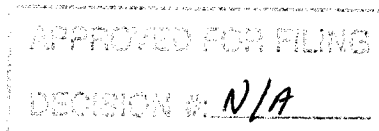
RESERVED FOR FUTURE USE

(D)

(D)

ISSUED: April 2, 1998

BY: Lou E. Reilly, President



EFFECTIVE: 5-1-98

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 19  
First Revised Sheet 2  
Cancels Original Sheet 2

RESERVED FOR FUTURE USE

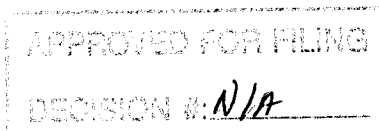
(D)

(D)

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

EFFECTIVE: 5-1-98



**ARIZONA TELEPHONE COMPANY**

Arizona

Third Revised Sheet 1

Cancels Second Revised Sheet 1

**FOREIGN EXCHANGE SERVICE<sup>(1)</sup>**

(C)

**A. GENERAL**

1. Foreign exchange service furnishes dial tone to a subscriber from an exchange other than the exchange from which he is normally served or where the subscriber is located outside an exchange in unassigned territory.
2. Foreign exchange service is not in accord with the normal plan of furnishing telephone service. Such service is provided at the rates shown herein where facilities are available or can readily be made available without unusual cost. Where foreign exchange service is furnished at remote or isolate locations or where unusual costs are involved, additional installation, construction and/or monthly charges may apply, depending on the circumstances in the individual case.
3. The regulations and rates contained herein apply to foreign exchange service where (1) the normal and foreign exchange areas are contiguous, (2) the normal and foreign exchange areas are non-contiguous and (3) the service is furnished in unassigned territory.
4. Foreign exchange service is furnished:
  - a. Between contiguous exchanges and at locations in unassigned territory immediately adjacent to the serving exchange where the service may be provided by existing facilities or by the normal extension of exchange plant as follows:
    - (1) Business or residence individual line and rural main station service.
    - (2) Private branch exchange system trunks.
    - (3) Extension or private branch exchange station lines.
  - b. Between non-contiguous exchanges and at locations in unassigned territory not immediately adjacent to the serving exchange as follows:
    - (1) Service is furnished only in connection with individual lines for business or residence main station service or private branch exchange system trunks.

<sup>(1)</sup> This service is grandfathered to existing customers effective September 14, 2015. The service will not be available to new customers after this date.

(C)

(C)

**ORIGINAL****GENERAL EXCHANGE TARIFF****ARIZONA TELEPHONE COMPANY**  
ArizonaSection 20  
Fourth Revised Sheet 2  
Cancels Third Revised Sheet 2**FOREIGN EXCHANGE SERVICE<sup>(1)</sup>**

(C)

**A. GENERAL (Continued)**

(T)

5. Foreign exchange service is furnished subject to the same conditions as to the use of the service as apply in connection with other classes of exchange service.
6. The local service area, local message charges and message toll charges of the serving (foreign) exchange apply to foreign exchange services.
7. Main stations or private branch exchange systems connected for foreign exchange service will be listed in the directory of the exchange from which the subscriber is serviced. Listings in other directories will be furnished at the regular rates for foreign listings.
8. Foreign exchange service is not furnished in connection with paystations services.
9. Foreign exchange services are furnished at the regular rates of the serving exchange for the class of service furnished plus a foreign exchange mileage charge specified below.
  - a. Where a foreign exchange service is integrated with a customer's local exchange service, as part of a private branch exchange, key telephone or key equipment system, foreign exchange rates and charges apply only to the foreign exchange trunk or main station line services. Charges for extension stations or private branch exchange stations in such cases will be those of the normal exchange.

**B. FOREIGN EXCHANGE MILEAGE CHARGES**

1. Between contiguous exchanges and at locations in unassigned territory as specified in A.4.a preceding.

**MONTHLY CHARGES**

	Individual*	Rural
<u>BUSINESS AND RESIDENCE</u>	<u>Line</u>	<u>Line</u>
Each ¼ mile or fraction thereof	1.75	0.35

\*Applicable for each individual line, private branch exchange trunk, extension station line and private branch exchange station line.

- <sup>(1)</sup> This service is grandfathered to existing customers effective September 14, 2015. The service will not be available to new customers after this date.

(C)  
(C)

ISSUED: August 14, 2015

EFFECTIVE: September 14, 2015

BY: Joel Dohmeier, Vice-President

**ADMINISTRATIVELY  
APPROVED FOR FILING**



## GENERAL EXCHANGE TARIFF

**ORIGINAL**

Section 20

ARIZONA TELEPHONE COMPANY  
ArizonaThird Revised Sheet 3  
Cancels Second Revised Sheet 3**FOREIGN EXCHANGE SERVICE<sup>(1)</sup>**

(C)

**B. FOREIGN EXCHANGE MILEAGE CHARGES (Continued)**

(T)

2. Between non-contiguous exchanges and where services are furnished at locations in unassigned territory in toll areas where facilities are available or can be made available without unusual cost.

<u>BUSINESS AND RESIDENCE</u>	<u>MONTHLY CHARGE</u>
	Individual* Line
Per airline mile or fraction thereof	7.00

\*Applicable for each individual line, private branch exchange trunk, extension station line and private exchange station line.

**C. APPLICATION OF MILEAGE CHARGES**

1. Between contiguous exchanges and at locations in unassigned territory as specified in A.4.a.

- a. Individual lines and private branch exchange trunk lines.

Foreign exchange line mileage charges apply to the airline distance from the main station or private branch exchange system to the nearest point on the boundary of the serving (foreign) exchange.

- b. Extension station lines and private branch exchange station lines.

- (1) Where only one extension or private branch exchange station is served by a line from a main station or private branch exchange system located in a different exchange area, foreign exchange line mileage charges are applied to the airline distance from the extension or private branch exchange station to the nearest point on the exchange area boundary of the exchange in which the main station or private branch exchange system is located, plus extension line mileage charge applied from this point to the main station or private branch exchange system as specified in the Off Premise Extension section of this General Exchange Tariff.

- (2) Where more than one extension or private branch exchange station is served by the same foreign exchange line, foreign exchange line mileage charges will apply to the airline distance from the last station on the line by way of each intermediate station.

<sup>(1)</sup> This service is grandfathered to existing customers effective September 14, 2015. The service will not be available to new customers after this date.

(C)

(C)

ISSUED: August 14, 2015

EFFECTIVE: September 14, 2015

BY: Joel Dohmeier, Vice-President

ADMINISTRATIVELY  
APPROVED FOR FILING

**FOREIGN EXCHANGE SERVICE<sup>(1)</sup>**

(C)

**C. APPLICATION OF MILEAGE CHARGES (Continued)**

1. Between contiguous exchanges and at locations in unassigned territory as specified in A.4.a. (Continued)

c. Rural Lines

- (1) The foreign exchange line mileage charge will apply to the distance measured airline from the main station to the nearest point on the boundary of the serving exchange and is in addition to the rural line rate applicable at that point.
- (2) Between non-contiguous exchanges and locations in unassigned territory in toll areas.

Foreign exchange mileage charges apply to the airline distance between the rate center points of the serving exchange (or metropolitan zone) and the normal exchange in which the main station or private branch exchange system is located, measured on a standard Rand-McNally map of the State. Extra exchange line mileage charges as specified in the Off Premises Exchange section of this General Exchange Tariff apply where the main station or private branch exchange system is located outside the base rate area of the exchange in which the service is located.

NOTE: Where the main station or private branch exchange system is located in an unassigned territory, its location will be considered to be the rate point of the normal exchange.

<sup>(1)</sup> This service is grandfathered to existing customers effective September 14, 2015. The service will not be available to new customers after this date.

(C)  
(C)

# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 21  
Third Revised Sheet 1  
Cancels Second Revised Sheet 1

## OPERATOR SERVICES

**ORIGINAL**

### A. GENERAL DESCRIPTION

Operator Services allow customers to complete calls within the local calling area with the assistance of an operator. The Customer dials "0" or "0+ NXX LINE" to get the operator. Charges include a per-call rate as well as a per-minute rate.

### B. DEFINITION OF CALLS

#### 1. Billed to Third Number

When the Customer dialing the Operator requests the call to be billed to a third-party. The third party will need to accept the charges before the caller and the called party can be connected.

#### 2. Collect Calls

When the Customer dialing the Operator requests the call to be billed to the called number.

#### 3. Person-to-Person

When the Customer requests the Operator to complete the call to a specific telephone number and in addition requests to speak to a specific person, department, extension of an office, etc. Once the requested person, department, extension, etc. joins the call, the Operator will connect the call.

#### 4. Station-to-Station

When the Customer requests the Operator to complete the call to a specific telephone number and is willing to speak to whoever answers the called number.

#### 5. Call Completion

When the Customer requests the Operator to complete the call to a called number. This charge is in addition to other charges that may be assessed.

ISSUED: March 2, 2015

BY: Joel Dohmeier, Vice-President

EFFECTIVE: April 1, 2015

**ADMINISTRATIVELY  
APPROVED FOR FILING**

(D)

(D)  
(N)

(N)

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 21  
Original Sheet 2

OPERATOR SERVICES

**ORIGINAL** (N)

C. TERMS AND CONDITIONS

1. Operator Services are available 24 hours, 7 days a week. Rates apply to any time of the day and any day of the week
2. Qualified customers with disabilities will not be assessed the charges.
3. This service is not available on payphones.

D. RATES

1. The rates will be assessed on a per call basis.

	<u>Rate</u>
a. Operator Assisted Call, per call	\$1.20
b. Call Completion, per minute	\$0.20

(N)

ISSUED: March 2, 2015

BY: Joel Dohmeier, Vice-President

EFFECTIVE: April 1, 2015  
**ADMINISTRATIVELY  
APPROVED FOR FILING**

ARIZONA  
TELEPHONE  
COMPANY

Revision No. 2

Exchange	ALL
Section No.	22
Sheet No.	1
Supercedes	1

---

RESERVED FOR FUTURE USE

---

ORIGINAL

---

ISSUED : MAY 24 1989

EFFECTIVE : August 24, 1989

BY: R. G. NEHRING  
PRESIDENT

APPROVED FOR FILING

DECISION #: 56531

---

# ARIZONA TELEPHONE COMPANY

Exchange . .All. .  
Section No. 22. .  
Sheet No. . .2. .  
Revision No. . . . Supercedes Orig. .

## SALE OF TELEPHONE SETS (continued)

### IN-PLACE AND IN-STOCK SALES (continued)

#### A. Rates (continued)

##### 2. In-Place Discounted Telephone Sets:

	<u>Sales Price</u>	<u>3 Month Installment</u>
Standard Rotary, Desk or Wall		
Period of Up to Five (5) Years	\$19.50	\$ 6.50
Five (5) Years or More	\$15.00	\$ 5.00
Trimline or Princess, Desk or		
Period of Up to Five (5) Years	\$27.30	\$ 9.10
Five (5) Years or More	\$21.00	\$ 7.00
3. Decorator and Miscellaneous sets and ancillary equipment sold in-place	Same discount basis as for regular telephone sets.	

NOTE: The above prices are for equipment associated with residence and simple business service.

#### B. General Conditions

1. Payment for in-place/in-stock telephone sets may be made at the time of purchase with either credit card, check or cash, or, if the customer desires, he may charge his purchase of telephone sets to his telephone bill. If the customer elects to charge his sets to his telephone bill, those charges become due and payable in accordance with the appropriate tariff rules. Payments for the above equipment may be spread out over a three month period for those customers with a good credit history.
2. Telephone sets not returned:
  - a. Those customers who continue to lease their equipment and who do not return such equipment at the time of partial or complete discontinuance of service to a location designated by the company either by mail or in person, will be charged an unrecovered telephone equipment

Issued: Original

Effective: FEB 23 1984

By R. G. Nehring, President

2026 N. Central Expressway, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Exchange . . All .  
Section No. . 22 .  
Sheet No. . . 3 .  
Revision No. . . . Supercedes Orig .

## SALE OF TELEPHONE SETS (continued)

### IN-PLACE AND IN-STOCK SALES (continued)

#### B. General Conditions (continued)

charge equal to the discounted in-place sales purchase price.

- b. Those customers purchasing their equipment on the installment payment option are required to pay any remaining balance at the time of discontinuance of service.
3. Customer purchases of either in-place/in-stock ancillary equipment must pay cash for their purchase at the time of sale. Purchase arrangements for business systems will be based on individual negotiations with the customer.
4. If the equipment purchased is other than "in-place", the purchaser must bear all delivery costs.
5. For all equipment sold, maintenance and repair responsibilities pass to the purchaser when payment is rendered; unless the purchase is charged to his telephone bill, in which case it will begin on the effective date of the billing order. Equipment sold with a warranty is handled in accordance with the guidelines in C.
6. No refund will be made on any equipment sold in-place, however, the company will repair or replace the equipment under warranty.
7. Telephone sets and ancillary equipment connected to business systems are considered part of that system and are administered accordingly.
8. Telephone sets sold in-place/in-stock must be returned in person or mailed to a point designated by the company to receive warranty or maintenance service. Sets will not be serviced at the customer's premises. The company will not be responsible for the customer's expenses associated with delivery and return of the set to the repair location.

Issued: Original

Effective: FEB 23 1984

By R. G. Nehring, President  
2226 West Chandler Road, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Exchange . . All .  
Section No. . 22 .  
Sheet No. . 4 .  
Revision No. . . . . Supercedes Orig .

## SALE OF TELEPHONE SETS (continued)

### IN-PLACE AND IN-STOCK SALES (continued)

#### B. General Conditions (continued)

##### 9. Sales price adjustment

- a. The company shall have the right to adjust the sales price based upon the changing values of the market and for sales promotion purposes.

10. The company does not guarantee that purchased equipment will be compatible with party line, coin, key, PBX, centrex or private line service, except for the current service being provided by in-place sets and equipment.

11. Equipment purchased for use with multi-party service may require modification to be compatible with the network. Such modifications will be at the expense of the customer. Certain equipment may not be modifiable.

#### C. WARRANTY

1. Telephone sets and ancillary equipment are sold with a 30-day limited warranty to repair or replace. No refund provisions will apply.

2. Business systems sold in-place/in-stock carry a 30-day limited warranty period. No refund provisions will apply.

##### 3. Warranty provisions

- a. The warranty does not cover defects and malfunctions resulting from accidents, alterations, failure to follow instructions, misuse, fire, flood, and acts of God.

##### b. What the company will not do

1. The company which sold the equipment will not pay mailing or shipping costs.

Issued: Original

Effective: FEB 23 1984

By R. G. Nehring, President  
2236 West Shangri-La Road, Phoenix, Arizona 85029



# ARIZONA TELEPHONE COMPANY

Exchange . All .  
Section No. 22 .  
Sheet No. 5 .  
Revision No. . . . Supercedes Orig .

## SALE OF TELEPHONE SETS (continued)

### IN-PLACE AND IN-STOCK SALES (continued)

#### C. Warranty (continued)

2. Neither the manufacturer nor the company which sold the telephone equipment will pay for loss of time, inconvenience, loss of use of the telephone equipment, or any other incidental damages.
  3. Neither the manufacturer nor the company which sold the telephone equipment will pay for property damage or personal injury caused by this telephone equipment or its failure to work or any other consequential damages.
  4. Neither the manufacturer nor the company which sold the telephone equipment will be responsible for any implied warranties including those of fitness for a particular purpose and merchantability for more than thirty (30) days from the date of purchase.
  5. This warranty sets forth all the responsibilities of the manufacturer and the company regarding this telephone equipment. This warranty is the only one on the telephone equipment sold in-place, and there are no other express warranties from the manufacturer. There are no other express warranties from the company.
4. Telephone and equipment from stock may have been refurbished.
  5. Upon expiration of warranties, no maintenance for basic telephones and other equipment sold from stock under this schedule may be available from the company except at the company's option.

Issued: Original

Effective: FEB 23 1984

By R. G. Nehring, President  
2226 West Shangri La Road, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Exchange . . All .  
Section No. . 22 .  
Sheet No. . 6 .  
Revision No. . . . . Supercedes Orig .

## SALE OF TELEPHONE SETS (continued)

### IN-PLACE AND IN-STOCK SALES (continued)

#### C. Warranty (continued)

##### 6. Repair of equipment

- a. The company may be unable to repair equipment covered under warranty if, in the opinion of the company, such equipment is not reasonably repairable. Nonrepairable equipment will be exchanged for similar equipment available from stock.
- b. If the telephone company repairs the customer's telephone equipment, reconditioned replacement parts or materials may be used. If the company chooses to replace the telephone equipment, reconditioned equipment of an equivalent type may be used as replacements.

#### D. BUSINESS SYSTEM SALES/COMPLEX SERVICE

Business systems will be priced based upon individual negotiations with the customer.

Issued: Original

Effective: FEB 23 1964

By R. G. Nehring, President  
2226 West Shangri-La Road, Phoenix, Arizona 85029

RESERVED FOR FUTURE USE

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

# ARIZONA TELEPHONE COMPANY

Exchange . . . All.  
Section No. . . 23.  
Sheet No. . . 1.  
Revision No. . . . Supercedes . Orig.

## CUSTOMER OWNED AND MAINTAINED EQUIPMENT

### TRIP CHARGE

#### APPLICABILITY

Trip charges applicable to facilities of customers using customer-owned and maintained (provided) equipment, inside wiring or other facilities. Inside wiring is identified as that facility from the outside protector to the telephone set or sets and jacks. Trip charges will begin and terminate portal to portal for the repair-person from the time of dispatch to the time of his return.

#### A. RATES

1. When a premises visit is required during normal working hours as a result of trouble caused by customer-owned facilities, the charge billed will be at the company's regular loaded hourly maintenance rate as determined by the time of dispatch to and return from the customer's premises. A one-hour minimum charge will apply with time over the minimum being computed to the nearest one-half hour increment.
2. When a premises trip is required during other than regular working hours, such as nights, Sundays or holidays, as a result of trouble caused by customer-provided equipment, the charge billed will be at the company's loaded hourly maintenance overtime rate. A two-hour minimum will apply with time over minimum being computed to the nearest one-half hour increment.
3. Charges will begin and terminate from the time of departure from the nearest available maintenance personnel's permanent headquarters and his return thereto.
4. When a testman is called upon to travel to the central office as a result of a trouble complaint under 1 or 2 above, and the trouble is determined to be caused by the customer-owned facilities, the charges under said sections shall apply.
5. Travel time and charges will be shared with other customers and/or the company when and if trips can be scheduled to combine various tasks.

Issued: Original

Effective:

FEB 23 1984

By R. G. Nehring, President

2226 West Chandler Road, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Exchange . . . All  
Section No. . . 23  
Sheet No. . . 2  
Revision No. . . . Supercedes . Orig.

## CUSTOMER OWNED AND MAINTAINED EQUIPMENT (continued)

### TRIP CHARGE (continued)

#### B. CONDITIONS

The following procedures will apply when the company becomes aware of a trouble condition:

1. The company will first endeavor to identify and clear the trouble at the central office, without a visit to the customer's premises.
2. If the location of the trouble cannot be determined as shown in 1. above, the company will endeavor to contact the customer by telephone. If the customer is so contacted, the company will request the customer to disconnect the customer-provided equipment or facilities in order to determine the location of the trouble condition. If disconnection of the customer-provided equipment or facilities does not clear the trouble and a visit to the customer's premises is necessary, no visit charge will apply.
3. If the customer does not or cannot disconnect the customer-provided equipment or facilities from the line, the company will initiate a premises visit to establish the location of the trouble. If the source of the trouble is determined to be located in customer-provided equipment or facilities, the appropriate trip charge will apply.
4. If a customer cannot be contacted by telephone, the company may at its option temporarily disconnect the customer's service until the customer can be contacted and the trouble source determined. At such time the procedures as set forth under 2 and 3 above may apply.
5. Upon contact, the customer may request the company to defer its visit until the customer has his customer-provided equipment or facilities tested, in which case, circumstances permitting, the company will delay its visit for a reasonable time.

Issued: Original

Effective: FEB 23 1984

By R. G. Nehring, President

2006 W. Chandler Road, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Exchange . . . All.  
Section No. . . 23.  
Sheet No. . . 3.  
Revision No. . . . Supercedes . Orig.

## CUSTOMER OWNED AND MAINTAINED EQUIPMENT (continued)

### TRIP CHARGE (continued)

#### B. Conditions (continued)

6. If the customer asks the company to defer its visit in accordance to 5 above, and does not disconnect his equipment, repair, or cause to be repaired his equipment, or consent to a visit by the company within a reasonable time, the company has the right to take such action necessary for the protection of its facilities and shall immediately inform the customer of such action.

#### C. PARTY LINE SERVICE CONDITIONS:

1. Multi-party line customers who provide their own facilities are responsible for providing equipment compatible to their ringing frequency position and toll identification code on the party line as assigned by the company. In addition, they will be responsible for changes in their equipment due to regrades in service or changes in service required by the company in the normal course of conducting its business.
2. Multi-party line customers who contact the company prior to purchasing premises equipment will be advised of what their ringer frequency on the line is and also whether special wiring of the telephone set is required for toll identification.
3. Customers who provide premise equipment that interferes with the service of others on the party line will be required, upon verification and notification by the company, to take immediate corrective action or have their service disconnected. If a company repairman is dispatched and determines customer facilities are causing the trouble, appropriate trip charges will be applicable.
4. In order to assist those customers with non-compatible party line equipment, the company will provide equipment and labor to make the customer's equipment compatible, providing such equipment is available from it's regular suppliers. Customers requesting this company service

Issued: Original

Effective: FEB 23 1984

By R. G. Nehring, President  
2236 West Chandler Road, Phoenix, Arizona 85029

# ARIZONA TELEPHONE COMPANY

Exchange . . All .  
Section No. . 23 .  
Sheet No. . 4 .  
Revision No. . . . Supercedes Orig .

## CUSTOMER OWNED AND MAINTAINED EQUIPMENT (continued)

### TRIP CHARGE (continued)

#### C. Party Line Service Conditions (continued)

assistance will be assessed a charge for all equipment used, plus the company's loaded hourly labor rate for hours required to modify and test the customer's equipment. Such hours will be measured in one-half hour increments with a minimum one (1) hour charge applying to each request.

#### D. CLARIFICATION OF CHARGES

Trip charges described herein are in addition to all other charges billed to the customer by the company as provided for in the tariff schedules of the company, and are not for the repair of customer-provided equipment. Repair of customer-owned and provided equipment and facilities shall be at the option of the company at appropriate additional charges.

Issued: Original

Effective: FEB 23 1984

By R. G. Nehring, President  
2226 West Shangri-La Road, Phoenix, Arizona 85029

RESERVED FOR FUTURE USE

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona



RESERVED FOR FUTURE USE

Issued:

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

## DEFINITIONS, GENERAL RULES AND REGULATIONS

## A. BASE RATE AREA

That portion of an exchange area surrounding and including the central office or offices or exchange rate center, within which urban classes of exchange service are offered without extra mileage charges.

This area may be described in one of the following manners:

1. As the village or city corporate limits.
2. As the village or city corporate limits as of a given date.
3. By means of a map specifically identifying the area.

## B. CIRCUIT

The term applied to a channel used for the transmission of electrical energy in the furnishing of telephone service.

## C. CONNECTING COMPANY

A corporation, association, partnership or individual owning or operating one or more exchanges and with whom traffic is interchanged.

## D. CONVENIENCE SYSTEMS

An arrangement of wiring incorporating keys or buttons whereby various combinations of main and extension stations on one or more lines provide the subscriber added service convenience such as intercommunication between stations, hold, pickup, cut-off and signaling features. Stations connected should ordinarily be located in the same building. Only under special conditions shall stations be located in different buildings and in such instance mileage charges will apply.

## E. EXCHANGE

A basic unit for the administration of communication service in a specified area, called the exchange area, which usually embraces a city, town, or village and its environs. It usually consists of one or more central offices together with the associated plant used in furnishing communication service to the general public within that area.

## F. EXCHANGE AREA

The territory served by an exchange.

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

## DEFINITIONS, GENERAL RULES AND REGULATIONS

## G. EXCHANGE SERVICE

The service of furnishing facilities for telephone communication within a local service area, in accordance with the regulations and charges specified in the Local Exchange and General Exchange Tariffs. Exchange service includes the furnishing of the local facilities required to establish and maintain connection between an exchange station and the toll plant in connection with toll calls.

## H. EXTENSION STATION -- (See Telephone Station)

## I. INDIVIDUAL LINE

A central office line designed for the connection of only one main station (not a private branch exchange trunk line).

## J. INSTALLATION CHARGE

A non-recurring charge made for the placing or furnishing of telephone equipment, which may apply in place of or in addition to Service Connection and other applicable charges for service or equipment.

## K. LOCAL MESSAGE

A communication between a calling station and any other station within the local service area of the calling station.

## L. LOCAL SERVICE - - (Same as Exchange Service)

## M. LOCAL SERVICE AREA

The area throughout which communication service is rendered to a calling station without the application of toll charges.

## N. MAIN STATION - - (See Telephone Station)

## O. PARTY LINE

A central office line designed for the connection of more than one main station.

## P. PREMISES

The building, portion or portions of a building, used and occupied at one time by the subscriber in the conduct of his business or as a residence. Where floor space in adjoining buildings is made

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

## DEFINITIONS, GENERAL RULES AND REGULATIONS

continuous in extent at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the subscriber who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

## Q. PRIVATE BRANCH EXCHANGE SYSTEM

A private branch exchange system is an arrangement of equipment, contracted for by a subscriber, consisting of switching apparatus with attendants' telephone, trunks to a central office and stations connected with the switching apparatus, thereby providing for telephone intercommunication between these stations, and also communication with the general exchange system.

1. Hereafter throughout this General Tariff, the commonly used abbreviation "P.B.X." will be substituted for the Private Branch Exchange.
  - a. P.B.X. Trunk: A circuit connecting the P.B.X. system with a central office.
  - b. P.B.X. Station: Any station (including the operating set or sets) connected directly or indirectly with a P.B.X. system.
  - c. Battery Power: Power furnished for talking and for operating lamp or visual signals and relays.
  - d. Ringing Current: Current furnished by means of a circuit from a central office or other source of supply, to enable the P.B.X. operator to signal the P.B.X. stations or connecting P.B.X. systems without the use of a hand generator.

## R. RURAL LINE SERVICE

A type of multi-party line service furnished to subscribers in certain sections outside the base rate area but within the exchange area.

## S. SERVICE STATION - - (See Telephone Station)

## T. SUBSCRIBER

The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Telephone Company.

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

## DEFINITIONS, GENERAL RULES AND REGULATIONS

## U. SWITCHBOARD

Switchboards are classified as follows:

1. Cord Switchboard: A switchboard on which all lines terminate in jacks: interconnection of stations and of stations and trunks lines is established by means of cords equipped with plugs.
  - a. Multiple Cord Switchboard: A cord switchboard arranged so that each line may have two or more appearances or jack terminations.
  - b. Non-Multiple Cord Switchboard: A cord switchboard arranged so that each line has only one appearance or jack termination.
2. Cordless Switchboard (Key Switchboard): A switchboard on which all lines terminate on keys; interconnection of stations and of stations and trunk lines is established by means of keys.

## V. TELEPHONE STATION

A telephone instrument, consisting of a transmitter, receiver and associated apparatus, so connected as to permit transmitting and receiving of telephone messages.

1. Company Stations: A station owned by the Telephone Company, receiving service from and through central office equipment and lines normally owned, maintained and operated by the Telephone Company, and provided as a part of the Telephone Company's service function. Service stations are not included under this classification.
  - a. Main Station: A Company station directly connected by means of an individual line or party line circuit, or by a toll circuit (foreign exchange) with a central office or toll operating unit, including the following:
  - b. Toll Station: A company station installed for the convenience of the public or of a subscriber in a locality where the telephone company does not generally furnish exchange service and from which established toll rates are charged for all messages sent over telephone company lines.

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

## DEFINITIONS, GENERAL RULES AND REGULATIONS

c. Toll Terminal: A company station, or a terminal on a private branch exchange switchboard, and the associated exchange circuit connecting the station or terminal directly with a toll office. (Also known as Long Distance Terminal).

d. Extension Stations: Extension stations may be provided in connection with all classes of subscriber main station service except public pay stations. Off-premise business extensions, except semi-public pay station extensions, will be installed in a residence upon application of appropriate charges provided there is a residence main station maintained at the off-premise location.

Extension stations will not be furnished when in the judgment of the company, such stations will interfere with satisfactory operation of the line.

Extension stations furnished off of semi-public pay station extensions will not be equipped with dials.

Separate telephone numbers or other distinctive designations are not permitted on extension stations, nor is code ringing permitted, nor shall separate directory listings be provided.

e. Private Branch Exchange Station: Any company station (including the operator's set or sets) connected directly or indirectly with a private branch exchange system.

2. Service Station: One of a group of stations which, under arrangements made by the service station subscribers in joint association, receive service from a telephone company central office over facilities provided in part by such subscribers and in part by the telephone company.

W. TOLL MESSAGE

A message from a calling station to a station located in a different local service area for which a message charge applies.

X. ZONE

A portion of the exchange service area wherein graded service, including individual line service is offered without additional mileage charges. The extent of the various zones are set forth on exchange maps filed in the Utility Tariffs and special rates for individual zones are similarly filed in the tariffs.

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 25  
First Revised Sheet 6  
Cancels Original Sheet 6

## DEFINITIONS, GENERAL RULES AND REGULATIONS

**ORIGINAL**

### A. SCOPE

The rules and regulations specified herein apply to telephone service and to any equipment and facilities associated therewith furnished by the telephone company, and are in addition to the rules and regulations contained in the general exchange tariffs or in the local exchange tariffs.

### B. ADVANCE PAYMENTS

An applicant for service who has no account with the telephone company, or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time the application is signed in an amount equal to the charges for one month's local service and equipment plus the service connection, installation or construction charges that may be applicable, plus estimated bills for two months' toll service. (Also refer to DEPOSITS this section.)

### C. ALLOWANCE FOR FAILURE OF SERVICE

The Telephone Company cannot guarantee the uninterrupted working of its services and facilities. In the event of an interruption, which is not due to the negligence or willful act of the customer, a credit may be provided for the time service(s) were interrupted.

(T)  
|  
(T)

### D. APPLICATIONS FOR SERVICE

Applications for service shall constitute a contract when accepted in writing by the company or upon the establishment of service. The initial minimum period for which charges shall apply will be one month or more as otherwise may be specified elsewhere in the tariffs of the company. An applicant who has no account with the telephone company, or whose financial responsibility is not a matter of common knowledge, may be required to make an advance payment at the time application is made. An applicant may also be required to make a deposit in an amount deemed sufficient by the telephone company to protect it from unpaid bills.

### E. APPLICATION OF BUSINESS AND RESIDENCE RATES

Determination as to whether subscriber's service should be classified

**ADMINISTRATIVELY  
APPROVED FOR FILING**

ISSUED: December 12, 2013

EFFECTIVE: January 15, 2014

BY: Joel Dohmeier, Vice-President

## DEFINITIONS, GENERAL RULES AND REGULATIONS

as business or residence will be based on the character of use to be made of the service. The practice of advertising a telephone number in newspapers, business cards or on trucks shall be a contributing but not an exclusive factor in determining the classification of service.

Rates for business service apply where the primary or dominant use of the service is for business, occupational or administrative purposes.

Rates for residence service apply where the primary or dominant use is of a social or domestic nature and other use, if any, is merely incidental.

When it is determined that a customer to residence service is using the service in such a manner that it should be classified and charged for as business service under the above provisions, the telephone company will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay the applicable business rates.

## F. BILLING RULE

Local service charges are billed one month in advance. Charges for toll calls are billed one month in arrears.

Subscriber bills are due and payable when presented. If the bill is unpaid twenty (20) days after the date of the bill, service will be subject to disconnection upon five (5) days written notice.

## G. CARE OF EQUIPMENT

The telephone equipment, apparatus and lines furnished shall be carefully used and cared for by the subscriber and shall be surrendered to the telephone company upon termination of the subscriber's right of use in as good condition as when received, ordinary wear and tear alone excepted. All ordinary expense of maintenance and repair, unless otherwise specified in the telephone company's tariffs or in the contract for the use of the equipment, will be borne by the telephone company. In case of damage to, or destruction of, any of the said equipment, due to negligence of the subscriber, the subscriber shall pay either the cost of replacing the equipment or the cost of restoring the equipment to its original condition.

## H. DEFACEMENT OF PREMISES

No liability shall attach to the telephone company by reason of any defacement or damage to the subscriber's premises resulting

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona



# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 25  
First Revised Sheet 8  
Cancels Original Sheet 8

## DEFINITIONS, GENERAL RULES AND REGULATIONS

ORIGINAL

### H. DEFAACEMENT OF PREMISES (Continued)

from placing the company's instruments, apparatus, and associated wiring on such premises, or by the removal thereof when such defacement or damage is not the result of negligence on the part of the Company or its employees.

### I. DEFAULT OR PAYMENT OR OTHER VIOLATION OR REGULATIONS

Charges for exchange service and facilities are due in advance. Charges for toll and long distance service are due when the bill for such service is rendered. All bills are payable at the telephone company's payment location or collection agency. Failure to receive a bill does not exempt the subscriber from prompt payment of his account. The subscriber is held responsible for all charges for exchange service and facilities furnished at his request and for all toll and long distance service furnished at his station or stations, including charges for toll messages received at his station or stations on which the charges has been reversed.

(T)

In the event of default of payment of any sum due for exchange service, the use of foul or profane language, the impersonation of any other person with fraudulent intent, listening in on party line conversations, or any other violation of the telephone company's regulations, the telephone company may either suspend service or terminate the service without suspension. At least five (5) days' written notice will be given the customer before service is denied.

### J. DEPOSITS

The telephone company may, in order to safeguard its interests, require an applicant or a customer to make a suitable deposit not to exceed one month's exchange and two months' estimated toll to be held by the telephone company as a guarantee of the payment of charges. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the company's regulations as to advance payments and the prompt payment of bills on presentation. At such time as the service is terminated, the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded. As the option of the telephone company, such a deposit may be refunded or credited to the customer at any time prior to termination of the service. In the case of a cash deposit, simple interest at the rate of five percent per annum is paid for the period during which the deposit is held by the telephone company, provided the period is thirty days or more.

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED: August 18, 2006

EFFECTIVE: September 18, 2006

BY: Paul E. Pederson, Vice-President

## DEFINITIONS, GENERAL RULES AND REGULATIONS

## K. ERRORS IN DIRECTORY LISTINGS

The telephone company's liability arising from error or omission of directory listings shall be limited to the resulting impairment of the customer's service, and such liability may be discharged by an abatement or refund of an amount not exceeding the charge for service - during the period covered by the directory in which the error or omission occurs.

The telephone company issues directories to assist in furnishing prompt and efficient service and it does not guarantee to its subscriber correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings; but they may occur and the telephone company will assume no liability for damages caused to a subscriber because of such errors or omissions.

Likewise, the telephone company will not be a party to controversies arising between subscribers or others as a result of listings published in its directories.

## L. MAINTENANCE AND REPAIR

The telephone company undertakes to maintain and repair the facilities which it furnishes to customers. The customer shall be responsible for damages to facilities of the telephone company caused by the negligence or wilful act of the customer or joint user. The customer or joint user may not rearrange, disconnect, remove or attempt to repair any equipment installed by the telephone company except upon the written consent of the telephone company.

## M. MOVES OF TELEPHONE EQUIPMENT

Telephone equipment installed on the premises of subscribers shall not be moved from one location to another except by a representative of the telephone company. For any changes in location of telephone equipment, or wiring, the subscriber shall be required to pay the established charges for making such change in location.

## N. PARTY LINE SERVICE

In connection with the furnishing of party line service, it is contemplated that each subscriber will so use the service as not to interfere with an equitable proportionate use of the service by other subscribers on the same line. In the interest of the service to all parties on a party line, the telephone company reserves the right

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

## DEFINITIONS, GENERAL RULES AND REGULATIONS

to discontinue the party line service of a party line subscriber when the duration or number of local messages sent or received by him is so great as to prevent an equitable proportionate use of the service by other subscribers on the line.

## O. RIGHT OF ACCESS TO PREMISES

For the purpose of inspecting, repairing, or removing any part of the telephone company's equipment, apparatus and lines, the telephone company's employees shall, upon producing the proper identification, have the right of access to subscribers premises at any reasonable hour.

## P. TELEPHONE DIRECTORIES

The telephone company distributes to each customer, without additional charge, copies of each issue of the directory as required by the customer, but not to exceed one copy for each telephone installed for the customer and connected for exchange telephone service. Directories so furnished to subscribers are the property of the telephone company, are loaned to subscribers only as an aid to the use of the telephone service, and are to be returned to the telephone company upon request. No binder, holder or auxiliary cover, except as may be provided by, or with the consent of the telephone company shall be used in connection with any directory furnished by the telephone company.

## Q. TELEPHONE NUMBERS

The customer has no property right in the telephone number which is assigned by the telephone company nor any right to continuance of service through any particular central office, and the telephone company reserves the right to change the telephone number of the central office designation, or both, of the customer whenever it deems it necessary to do so in the conduct of its business.

## R. TRANSMITTING MESSAGES

The telephone company does not undertake to transmit messages but offers the use of its facilities when available for communications between its customers.

## S. UNAUTHORIZED ATTACHMENTS OR CONNECTIONS

No equipment, apparatus, circuit or device not furnished by the telephone company shall be attached to or connected with the facilities

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

# GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY  
Arizona

Section 25  
First Revised Sheet 11  
Cancels Original Sheet 11

## DEFINITIONS, GENERAL RULES AND REGULATIONS

furnished by the telephone company, whether physically, by induction or otherwise, except as provided in this tariff. In case any such unauthorized attachment or connection is made, the telephone company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachment or connection; or to terminate the service.

### T. NON-LISTED NUMBERS AND NON-PUBLISHED DIRECTORY LISTINGS

A "Non-listed Service" (unlisted number) request in writing to the telephone company by a subscriber will be handled as follows:

(T)

1. The subscriber's name or number shall not appear in a directory published during the time covered by the written request.
2. The subscriber's telephone number will be given out by the information operator when requested.
3. The company shall be saved blameless from any number given out at its own discretion.

(T)

A "Non-Published Service" requested by the subscriber in writing to the telephone company differs from unlisted numbers in the following respect.

1. The subscriber name or number shall not appear in a directory published during the time covered by the written request.
2. The subscriber's number will not be given out by the telephone company. But, in case of an emergency, the operator may call the subscriber at the request of a calling party and ask if he would accept the emergency call.
3. A subscriber may give his non-published number to any other party at his own discretion.
4. The company shall be saved blameless from any person receiving the subscriber's number through a third party.

### U. USE OF CUSTOMER SERVICE

Customer service, as distinguished from paystation service, is furnished only for use by the customer, his family, employees or representative, persons residing in the customer's household, or guests of the customer, except as the use of the service.

(T)

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

APPROVED FOR FILING

DECISION #: N/A

EFFECTIVE: 5-1-98

## DEFINITIONS, GENERAL RULES AND REGULATIONS

may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The telephone company will decline to install customer service or to permit such service to remain on premises of a public or semi-public character where the instrument is so located that the public in general or the patrons of the customer may make use of the service.

Issued: ORIGINAL

Effective:

By R. G. Nehring, President  
111 West Monroe St., Phoenix, Arizona

CONCURRENCE WITH US WEST COMMUNICATIONS ARIZONA UNIVERSAL SERVICE  
FUND TARIFF

**ORIGINAL**

Arizona Telephone Company assents to, adopts and concurs in the  
Arizona Universal Service Fund Tariff furnished by U S West  
Communications in the State of Arizona.

APPROVED FOR FILING

DECISION #: 57462

EFFECTIVE JULY 15, 1991