MISCELLANEOUS SERVICE ARRANGEMENTS

M.7 SUSPENSION OF SERVICE (1)

M.7.1 General

Suspension of Service allows local exchange service to be temporarily suspended by request of the customer. This service is provided to customers whose requirements for telephone service is less than the normal 12-month period within a year.

M.7.2 Conditions

a. Service can be temporarily suspended for a minimum of one (1) month . (D) (D)

b. Suspension of Service is available on all one-party residence lines and up to three one-party business lines subject to the availability of facilities.

c. The customer must have at least one month of regular telephone service paid prior to the establishment of Suspension of Service.

d. The Company reserves the right to bill charges for the total number of suspended months requested prior to establishment of Suspension of Service.

e. 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.

f. The Company will not provide installations, moves, changes, or maintenance during the period when the customer is billed at the reduced rate.

g. (D) (D) (D)

h. Bills are rendered at the reduced rate at regular billing dates during the period of suspension.

i. The customer's listing will be retained in the directory.

(1) This service may only be provided based on available facilities. As the Company upgrades its network to fiber and VoIP, this service may no longer be available to new customers and is grandfathered to existing business customers served over fiber as of November 6, 2020. This service will continue to be available to all business customers who are served over other facilities such as copper. (

MISCELLANEOUS SERVICE ARRANGEMENTS

M.7 **SUSPENSION OF SERVICE** (Continued)

M.7.2 Conditions (Continued)

j. The Company assumes no liability for failure of a calling party to reach the customer during the period of suspension.

k. The Company reserves the right to refuse suspension of service in the case of a customer whose account is delinquent.

l. (D)
(D)

m. Dial tone access will be limited to 911/E911 and the Company's Business Office.

M.7.3 Rates and Charges

a. The monthly rate will be based upon 50% of the regular rate for basic local one-party exchange service. All other local services will be zero rated except for the following:

1) 911/E911 applicable surcharges will be billed at the full rate.

2) The Federal Subscriber Line Charge will be discounted 50% per the National Exchange Carrier Association FCC Tariff No. 5, Section 4.5.5.

b. Non-recurring charges do not apply for reconnection to regular full service.

c. Personal Greeting Service

This optional service is available for customers who prefer to leave a personalized greeting for incoming calls while they are on Suspension of Service.

Monthly Rate: $3.50

M.8 **RESERVED FOR FUTURE USE**